

Information About The Service

Here is a summary of all the important information you need to know about Telecom West's business landline plans.

Included Features:

- Untimed local & national calls!
- Service provided on Telstra infrastructure!
- Australian based customer service!
- No flagfall, even on international calls!
- Top 20 international destinations!

Minimum Term:

Our business landline plans are available on 24month & 36month agreements.

Information About Pricing

Telecom West offers 4 business landline plans, each plan is designed to suit different calling habits. If you require assistance determining which plan suits your needs best, please call our sales department on 1300 739 331.

Monthly cost:

| Plan Name | Minimum Monthly Charge | Total Min Cost* (24/36 Month Contract) |
|-----------|------------------------|---|
| Bronze | \$33.59 | 24 = \$806.16 / 36 = \$1,209.24 |
| Silver | \$36.32 | 24 = \$871.68 / 36 = \$1,307.52 |
| Gold | \$44.95 | 24 = \$1,078.80 / 36 = \$1,618.20 |
| Platinum | \$49.95 | 24 = \$1,198.80 / 36 = \$1,798.20 |

*The total minimum cost on a 24 or 36 month contract is the minimum monthly charge multiplied by the amount of contracted months.

Call cost:

| Plan Name | Local Calls | National Calls | Calls to Mobiles | Calls to 13/1300 | International Calls* |
|-----------|--------------|----------------|------------------|------------------|----------------------|
| Bronze | 16c/per call | 55c/per call | 35c/per min | 40c/per call | 10c/per min |
| Silver | 15c/per call | 50c/per call | 34c/per min | 40c/per call | 10c/per min |
| Gold | 14c/per call | FREE | 30c/per min | 40c/per call | 10c/per min |
| Platinum | 14c/per call | 36c/per call | 25c/per min | 40c/per call | 10c/per min |

No Flagfall on any calls listed above.

Calls to Mobile are charged per 60 second block.

*****As of 1/12/15 there is a Fixed Wire Maintenance Fee of \$1.50 per month per service*****

*Call rate only applies on calls to landlines to the following top 20 international destinations:

United Kingdom, China*, New Zealand, United States, Japan, Malaysia, Ireland, Canada, Hong Kong*, Singapore, Germany, Belgium, Italy, Netherlands, Portugal, Sweden, Spain, France, Chile & Taiwan. *fixed wire to mobile included

View all our international call rates at www.telecomwest.com.au/internationalrates.pdf

Early termination:

If you choose to cancel your business landline service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$299.00 per service only.

Setup fee:

| Connection Type | Description | First Service | Additional Service |
|-----------------|---|---------------|--------------------|
| Transfer | Churn existing service or an active phone line | \$0 | \$0 |
| Line activation | Premises already has a physical phone line with a dial tone | \$59.95 | \$59.95 |

| Connection Type | Description | First Service | Additional Service |
|---------------------------------------|--|---------------|--------------------|
| Line activation with technician visit | Premises already has a physical phone line however a technician is required to reconnect the existing phone line | \$129.95 | \$99.95 |
| New line installation | For new businesses or businesses with no existing phone lines | \$299.95 | \$199.95 |

Billing:

All our landline plans are post paid. As a result, your first bill will be pro rata, meaning you will be charged from the day your service was activated until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Other Information

Call Usage Information:

Customers can obtain information on their usage at <https://customerportal.telcoinbox.com/index.php?r=site/login&id=348>

Customer Service Contact Details:

You can contact Telecom West customer service for Technical Support via 1300 739 331 or emailing: support@telecomwest.com.au , Account assistance via 1300 739 331 or emailing accounts@telecomwest.com.au , or for Sales assistance via 1300 739 331, or emailing: enquiries@telecomwest.com.au See www.telecomwest.com.au/contactus for more details.

Dispute Resolution Process:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf

Telecommunications Industry Ombudsman:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint