

Critical Information Summary

Home Phone Line



Information about the Service

A standard phone line delivered over Telstra's copper infrastructure.

Availability

Available to customers in eligible service areas with active Telstra copper infrastructure.

Minimum Term

Activ8me Home Phone is available on 0, 12 and 24 month contract terms.

Equipment Needs

You are required to have your own telephone handset.

Inclusions and Exclusions

All plans include line rental. The National Pack includes all Local and National calls. The Mobile pack includes all Local, National & calls to Australian Mobiles.

Any additional services you have on your phone line with your current service provider will be automatically transferred to your Activ8me account. Prices for additional services are available on application. If you wish to remove any additional services that have been transferred over from your previous service provider call Activ8me Support on 1300 760 219.

Activ8me Acceptable Use Policy

The acceptable use policy sets out the rules and guidelines relating to the use of your telephone service. The Activ8me acceptable use policy is available on our website www.activ8me.net.au.

Information about Pricing

Rates	Unleashed Home Phone	Unleashed Home Phone National Pack	Unleashed Home Phone Mobile Pack
Price Per Month	\$30	\$49.95	\$69.95
Local Call (per call)	\$0.20	\$0.00	\$0.00
National Call (per min)	\$0.17	\$0.00	\$0.00
National Call Cap	\$1.25 for first 30 minutes. Per min call rates apply after first 30 minutes.	\$0.00	\$0.00
Aus Mobile Call (per min)	\$0.30	\$0.30	\$0.00
Mobile Call Cap	\$2.15 for the first 15 minutes. Per min rates apply after first 15 minutes.		\$0.00
Mobile Call Connection Fee	\$0.38	\$0.38	\$0.00
International Call Cap	\$1.98 for first 20 minutes. Per min rates apply after first 20 mins.		
International Call Connection Fee	\$0.38	\$0.38	\$0.38
13/1300 Numbers (per call)	\$0.38	\$0.38	\$0.38
Early Termination Fee (Contract Term Only)	\$69.95	\$69.95	\$69.95
Cost of standard 2 min National Mobile call	\$0.98	\$0.98	\$0

- All calls are billed in 60 second blocks. A full list of international call rates can be found under the Phone Line section of our website.
- A \$299 fee applies for new phone line installation. \$59-\$125 reactivation/connection fee applies to inactive phone line services.
- Total Minimum Cost (0 Contract Term): \$30 (Unleashed Home Phone), \$49.95 (Unleashed National Pack), \$69.95 (Unleashed Mobile Pack) PLUS any call charges or additional features.
- Total Minimum Cost (12 Month Contract): \$360 (Unleashed Home Phone), \$599.40 (Unleashed National Pack), \$839.40 (Unleashed Mobile Pack) PLUS any call charges or additional features.
- Total Minimum Cost (24 Month Contract): \$720 (Unleashed Home Phone), \$1,198.80 (Unleashed National Pack), \$1,678.80 (Unleashed Mobile Pack) PLUS any call charges or additional features.

Other Information

Usage Information

Telephone call usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document. Telephone call usage must be for residential use only and may not be used for commercial purposes. A record of your usage can be viewed by logging into the 'My Account' section of the website. Call usage data can take up to 24 hours to update.

Customer Service

Sales	Technical Support
13 22 88	1300 760 219
sales@activ8.net.au	support@activ8.net.au

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au.

A complaint can be lodged via **Phone: 1300 760 219**, **Email: complaints@activ8.net.au**, **Fax: 03 9456 9753** or **Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.**

Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only the full terms and conditions for this plan are available at www.activ8me.net.au.