

Information About The Services

The Service

ACN's Home and Small Business Connect Phone plans (which are Fixed Wire services) provide you with a phone service including line rental, and a phone number, enabling you to make and receive phone calls over the Telstra Corporation Limited Network.

Bundling requirements

We do not require that you bundle this service with any other service.

Equipment

The Home and Small Business Connect Phone plans do not offer equipment as part of these plans.

Minimum term

There is no minimum term with these plans.

Limitations and qualifications

Home and Small Business Connect Phone plans are a residential grade service and are available to residential and small business users. ACN's Acceptable Use Policy applies. ACN does not offer Priority Assistance with these services.

Home and Small Business Connect Phone plans may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the ACN website to check your service availability.

Connection timeframes (transfers, line connection)

Once we have accepted your application, we will transfer or connect your service as soon as possible. If there has been a previous working phone service at your property and we can reconnect it without a technician visit, we will aim to connect the service within 2 working days. If this is not possible, we will aim to connect your service between 5 and 25 working days depending on your location.

Connection timeframes (porting)

Once we have accepted your application, we will port your service as soon as possible, however we cannot guarantee your phone number will be ported within any specified timeframe. The porting process typically takes between 10 and 15 business days but may take up to 40 business days depending on the phone number(s) to be ported.

Information About Pricing

Minimum monthly charge

The minimum monthly charge for each Home and Small Business Connect Phone plan is specified in the table on page 2. You pay an additional amount for calls which are not included in the relevant plan.

Plan change fee

Existing ACN Home and Small Business Phone customers can migrate to ACN's Home and Small Business Connect Phone plans via a plan change in MyAccount without charge or by calling ACN Customer Service. Plan changes via ACN Customer Service will incur a \$5.50 fee per service.

Early termination fee (ETF)

There is no Early Termination Fee (ETF).

Connection fee

There is no charge to transfer or port an existing phone service across to ACN however, phone line connection charges may apply depending on the type of connection or reconnection work required to activate your phone service. These charges will be determined by ACN's Wholesale Supplier and passed on to you at cost price.

Description	Cost
Phone Line without a technician visit	\$59.00
Phone Line with a technician visit (no cabling required)	\$125.00
New Phone Line with a technician visit or cabling required	\$299.00

Additional charges

If you choose:	Charge
To receive paper invoices via Australia Post	\$2.60 per paper invoice (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	\$3.15 per payment made
To make a payment using a credit card (Visa or MasterCard only)	1.5% of the total payment amount (waived for direct debit)

Monthly charges & phone call charges			
Plan	Connect 29	Connect 39	Connect 54
Monthly plan fee	\$29.00	\$39.00	\$54.00
Local calls	19¢ per call	Unlimited*	Unlimited*
National calls	19¢ per min + 39¢ flagfall	Unlimited*	Unlimited*
National calls calling cap	\$2.00 for up to 2 hours	-	-
Calls to Australian Mobiles	39¢ per min + 39¢ flagfall	29¢ per min + 39¢ flagfall	Unlimited*
Calls to Australian Mobiles calling cap	\$2.00 for up to 20 mins	\$2.00 for up to 20 mins	-
Cost of making a two minute standard national mobile call	\$1.17	\$0.97	-
Calls to 13/1300 numbers	39¢ per call		
ACN-to-ACN calls	Unlimited* local & national calls within Australia		
Calls to International destinations	View rates at: https://www.acnpacific.com/value-international-rates		

*ACN's Acceptable Use Policy applies.

Other Information

Usage information

To access information about your call usage, please log into your MyAccount portal myaccount.acnpacific.com.au

Customer service

For customer service and to access ACN's internal dispute resolution scheme, please call us on **1300 881 778** or visit www.acnpacific.com/contact-us

TIO information

If we can't resolve your complaint to your satisfaction you may forward your complaint to the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**. Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. For full contact information visit www.tio.com.au/about-us/contact-us

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher because it includes a partial Plan Fee billed in arrears (for the period between your service activation and your first

invoice) plus the Plan Fee for the following month billed in advance.

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit www.acnpacific.com