

## Critical Information Summary – Homelinx Phone Plans

### Information about the Service

#### Product Overview

Homelinx offer a range of phone services that can be bundled with our Internet plans, in addition to a Telephone Only service.

#### Requirements & Availability

You will require an active phone line to connect you to our phone plans. Availability of this service is subject to your location.

#### Minimum Term

Homelinx phone plans are available on NO contract.

### Information about Pricing

#### Home Phone Bronze (Bundle)

Call type	Rates	Plan cost
Local	15c un-timed - 0c flagfall	<b>\$15 Per month</b>
National	15c un-timed - 0c flagfall	
International	from 4.9c per min - from 19c flagfall	
Mobile	28c un-timed - 0c flagfall	
13/1300	25c per call	

#### Home Phone Silver (Bundle)

Call type	Rates	Plan cost
Local	13c un-timed - 0c flagfall	<b>\$20 Per month</b>
National	13c un-timed - 0c flagfall	
International	from 1c per min - from 19c flagfall	
Mobile	21c un-timed - 0c flagfall	
13/1300	25c per call	

#### Home Phone Gold (Bundle)

Call type	Rates	Plan cost
Local	UNLIMITED	<b>\$25 Per month</b>
National	UNLIMITED	
International	Capped	
Mobile	UNLIMITED	
13/1300	20c per call capped	

#### Home Phone Only

Call type	Rates	Plan cost
Local	15c per call capped	<b>\$29 Per month</b>
National	30c capped	
International	Capped	
Mobile	13c per 30 sec, 80c per call capped	
13/1300	20c per call capped	

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### Setup Fees

The setup fees vary based on your location and the service available at that location

- \$0 for existing On-Net Broadband Internet customers
- \$99 for Telephone only customers

### Call Usage Information

Customers will be able to view their call usage details in full upon the arrival of their invoice.

### Customer Service Contact Details

Our Customer Service representatives can be contacted for any questions you may have. Call 1300 132 358, or contact us via email at [service@homelinx.net.au](mailto:service@homelinx.net.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader. If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email [service@homelinx.net.au](mailto:service@homelinx.net.au) or phone 1300 132 358 and speak to our Customer Service Manager.

### 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 an independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website [www.tio.com.au](http://www.tio.com.au).