



Critical Information Summary

Fixed Line (PSTN) Phone - Residential

Information About the Service

BinaryHome Fixed Line is a standard telephone service for Residential Customers using the Telstra network.

Requirements & Availability

You must have an existing telephone service on the Telstra network or connect a new service with us.

Minimum Term

Plan	Minimum Term
HomeLine Basic	3 months
HomeLine Advanced	12 months
HomeLine Complete	12 months

Important Conditions

Service is billed monthly in advance, and payment can be made by credit card or direct debit.

A \$11.00 charge applies if you transfer your existing telephone service from another provider on the Telstra network.

Call charges apply for calls made using this service.

Information About the Pricing

Monthly Charges

All prices shown below are inclusive of GST.

Plan	Included Calls	Monthly Cost	Min. Total Cost on 3 month term	Min. Total Cost on 12 month term	Cost of a 2 minute mobile call
HomeLine Basic	N/A	\$32.95	\$98.85	N/A	\$0.88
HomeLine Advanced	Free Local Calls	\$39.95	N/A	\$479.40	\$0.88
HomeLine Complete	Free Local, Standard National, Mobile Calls	\$99.00	N/A	\$1188.00	\$0



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Call Rates

Plan	Local Call	Mobile Call	National Call	13/1300 Calls	International Calls
HomeLine Basic	\$0.22 per call	33c per min + 22c connection fee	22c per min + 22c connection fee	\$0.495 per call	Vary on destination
HomeLine Advanced	\$0	33c per min + 22c connection fee	22c per min + 22c connection fee	\$0.495 per call	Vary on destination
HomeLine Complete	\$0	\$0	\$0	\$0	Vary on destination

Setup Fees

If you require a new connection at your property, connection fees apply. Connection charges will vary based upon the type of connection you require.

New Connection (In Place)	\$64.90
New Connection (with Tech Visit)	\$137.50
New Connection (No Previous Service)	\$328.90

Early Termination Fees

An early termination fee of the pro-rated remaining term applies to all plans.

Other Information

Usage Information

Available on our website at <http://portal.binaryhome.com.au/> or by contacting our accounts department

Customer Service

You can contact Binary Home customer service on 1300 246 279 or you can email support@binaryhome.com.au

Internal Dispute Resolution Process

If you have an unresolved dispute or complaint with Binary Home, you may escalate the matter by putting your complaint in writing to PO Box 647, Mt Waverley VIC 3149 or by emailing complaints@binaryhome.com.au.

Telecommunications Industry Ombudsman (TIO)

If the outcome of a complaint lodged with Binary Home is not satisfactory, you may choose to contact the TIO on 1800 062 058 or via their website at www.tio.com.au/making-a-complaint