INFORMATION ABOUT THE SERVICE

Service Description:

- The Click Home Basic plan is for a standard home telephone service

Offer Includes:

- Home telephone voice service
- Telephone line rental

Offer Excludes:

- Telephone handset
- Telephone calls. Call costs are detailed in the "Your call charges" section below

Service Activation:

- The service activation date is the date your service is ready to use

INFORMATION ABOUT PRICING

Your minimum monthly charge:

- $32.95

Your call charges:

Call Type	Charge
Local Call	$0.20 per call
National Call	$0.25 per minute
Mobile Call	$0.37 per minute
Calls to 13/1300	$0.40 per call
Calls to 1800	Free
1223 Directory Assistance	$0.99 per call
1225 Directory Assistance	$2.75 per call

Minimum Term:

- There is no minimum term for the Click Home Basic Plan. It is a month to month plan with no contract

Home Telephone Connection Charge:

- Charges apply for new connections as per the following:
  - Where a working telephone socket is in place from a previous connection and a technician visit is not required - $75.00
  - Where a working telephone socket is in place from a previous connection and a technician visit is required to re-connect cabling - $150.00

Cancellation Charge:

- There is no cancellation fee for this plan, however cancellations will only take effect from the end of the calendar month. i.e there are no pro-rata periods available

Plan Changes:

- You can move to another Click Access Home Phone Plan if your needs change. There is no charge to change plans

Directory Listing:

- If you don't want your name, address or phone number printed in a telephone directory, you can ask for a silent (unlisted) number. A charge of $4.00 per month applies

BILLING INFORMATION

Billing Date:

- Your bill is issued on the same date each month.
- Each bill includes usage (call) charges, plus the minimum monthly charge in advance

First Bill:

- Partial monthly account from when your service was activated until the next billing date
- Any additional charges for items purchased during the initial billing period

Billing Fees:

- Bills are issued to your nominated email address. You will be charged $2.00 each month if you choose to receive a paper bill
- Our default payment method is by direct debit to your nominated bank account on the bill due date. If you wish to pay by direct debit to your Visa/MasterCard, a fee of 1.85% of the payment amount will apply and will be added to your bill. If you wish to pay by direct debit to your Amex/Diners Club, a fee of 3.90% will apply and will be added to your bill
- Please ensure you have sufficient funds on the day we debit your account or a dishonour fee of $14.80 will apply

OTHER INFORMATION

Customer Service Details:

- You can contact Click Access Customer Support and Billing
    - By telephone: 07 5315 5440
    - By email: info@clickaccess.com.au
    - Use the contact form on the website: www.clickaccess.com.au
- Office hours are Monday to Friday, 8.00am to 5.00pm

Disputes and Complaints:

- If you are unsatisfied with your service, please contact Click Access
    - By telephone: 07 5315 5440
    - By email: info@clickaccess.com.au

Telecommunications Industry Ombudsman:

- If you are unsatisfied with the outcome of your complaint after following the Disputes and Complaints process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation:
    - By telephone: 1800 062 058
    - Website: www.tio.com.au/making-a-complaint

Fair Use Policy:

- This plan is sold to you subject to our Fair Use policy, which is available on our website: www.clickaccess.com.au
- You may also contact Click Access for a copy

Price Increase:

Click Access reserves the right to pass on wholesale price increases to non-contracted plans. A notice period of 30 days shall be given before any price increase takes effect. Non-contracted plans shall be reviewed at 12 months from commencement date and may be moved to a comparable plan available at that time