

Domestic Saver Home Phone Plan

Service Description

Your Occom Home Phone Service Plan allows you make and receive phone calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line, they travel over your high-speed internet connection. This service requires an internet connection which customers can source from OCCOM. For availability please contact our Customer Support team.

What's Included

- Unlimited standard local and national calls
- 400 minutes of calls to Australian Mobiles

What's Not Included

Your plan does not include calls to 13/1300 numbers, international calls and premium service numbers or any additional calls over the included 400 minutes. Charges to these services will apply and are outlined below:

- Australian mobile calls: 400 minutes included, after that 0.15 per minute
- 13/1300 Calls: \$0.44 per call
- As a domestic plan, the calls to International numbers are not allowed

Contract Terms

The minimum contact term is 1 month. There is no setup fee, activation fee or exit fee for this plan.

Customer Service Guarantee Waiver

Occom is offering lower call costs, but is only able to do so on the basis that it is not required to meet the performance standards set out in the Customer Service Guarantee. The standard monthly fee stated in the Information about pricing are based on new customers agreeing to waive the Customer Service Guarantee (CSG). A complete version of the CSG and an explanation of its terms are available on the Australian Communication and Media Authority's website (<https://www.acma.gov.au>).

Cancelling Your Service

If you need to cancel the service, you will be required to give us 30 days' notice. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

Hardware Charge

To use the service, a compatible telephone box (VoIP adapter) is also required. Customer can purchase one (\$69) through Occom.

Plan & Minimum Charges

- Plan Name: Domestic Saver Home Phone Plan
- Monthly Fee: \$20
- Service Activation Fee: \$0
- No Lock-in Contract
- Telephone Box (VoIP adapter): \$69
- Total Minimum Charge: \$89

First Payment

When signing up, your first monthly fee will be charged in advance. This upfront payment will be applied to your first monthly bill. However, billing cycle will not start until your service is activated and billing date is set. Service Activation Date is the date that your service is activated by upstream provider.

Billing Date

Your bill is charged on the same date each month (unless it falls into a public holiday and will be processed on the following business day). For example, if your service is activated on 3rd October, billing date will be 3rd of each month. The monthly fee is prepaid, and will be charged in the beginning of each billing cycle.

One-off Applicable Charges & Other Charges

One-off charges and non-recurrent items (if applicable) will be debited from your authorised direct debit account when it occurs. For other charges, please refer to: <https://occom.com.au/additional-charge/>

Payment Surcharges

- Card Transaction – 1.21% for Visa and Mastercard, 3.52% for Amex and Diner, \$0.44 minimum
- Bank Account - \$0.44 per transaction

*** If you would like to avoid payment surcharges/not using direct debit, please contact our support team for discussion.*

Offer Conditions

- You must be the owner of the property (or have the owner's consent) before service is installed.
- Please be noted that your service may be restricted and/or cancelled if:

- You failed to pay your bill
- You are abusive to our staff
- You breach the [Terms & Conditions](#) or [Fair Use Policy](#)
(<https://occom.com.au/all-policies/>)

Customer Service Contact Details

Our Customer Service staff can be contacted by:

Email – support@occom.com.au

Phone – 1300 299 999 (9am to 7pm AEST Monday - Friday, 9am to 5pm AEST

Weekends & Public Holidays)

Fax - 02 9012 0328

Mail – Suite 3 Level 10 / 1 Chandos Street, St Leonards NSW 2065

Complaints

You may make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

Email – Escalation@occom.com.au

Fax - 02 9012 0328

TIO Contact Details

At Occom, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Occom and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

The above information is based on the standard service offering and is only a summary. On occasion, Occom may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above