

Information About the Service

Fixed Line services provide the ability to connect an existing copper line in your house or business to the Telstra Fixed Line Network (PSTN).

A Fixed Line service allows you to make and receive telephone calls as well as get access to ADSL broadband services if available in your internet exchange.

A minimum term of one month is required for Fixed Line service. If you wish to cancel your service we require written notice one full calendar month in advance of the termination date.

What is Included:

- Ability to make and receive telephone calls
- Phone service connected to the Telstra PSTN network

What is not Included:

- Number porting fees (apply if you wish to transfer your number from another carrier)
- Dishonour and late payment fees
- International Phone Numbers

Information About Pricing

Connection Fees:

Plan	Once of Connect Fee	Description
Transfer existing service (churn)	FREE	You already have your phone line service active and wish to transfer it to URL
In place connection	\$59	The line you are connecting has previously been connected and you do not require a technician
In place connection with technician visit	\$125	The line you are connecting has previously been connected, however you require a technician to visit and reconnect existing suitable cable.
New install	\$299	A telephone service has not been connected to this premises before

Monthly Fee Schedules:

Plan	Minimum Monthly Charge	Monthly Charge
Fixed Line	\$32	\$32
Fixed Line Included	\$38	\$38

NB: If bundling with a Telstra ADSL port a \$10 discount is given on the above pricing.

Call Charges:

Plan	AU Local	AU National	AU Mobiles	AU 13/1300	Cost for Standard 2 min call
Fixed Line	\$0.15 per call	\$0.10 per minute	\$0.26 per minute	\$0.40 per call	\$0.20
Fixed Line Included	Included	Included	\$0.26 per minute	\$0.40 per call	Included

All per minute calls are billed in per second increments

All prices include GST and are valid as of 3/12/15.

Other Information

This is a summary only. For full product details, including all fees and charges please visit:

<http://www.url.net.au/services/fixed-line-services>

Usage Information

You can always keep track of your monthly call spend by visiting <https://billing.url.net.au> and selecting the "Unbilled Calls" link. This will display your current month's call spend. Call spend data is updated every 24 hours.

Billing Information

This service is billed on the 1st of every calendar month where the service fee is billed in advance and calls are charged in arrears.

You can also enable call spend notifications by doing the following steps:

1. Browse to <http://www.url.net.au> select "Client Login" then enter your login detail in the "Billing Portal" section.
2. Once logged in click "My Details"
3. Scroll down and set the "Call Spend Notification \$" to the desired value
4. Click "Save Changes" to apply

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:

<http://www.url.net.au/legal/>

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au