

Critical Information Summary

Home Phone Plans – Domestic Saver & Home PAYG

Service Description

Your Occom Home Phone Service Plan allows you make and receive phone calls, like you do use 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

Plan Name	Monthly Fee	Included Calls
Domestic Saver Home Phone Plan	\$20/month	• Unlimited standard local & national calls to Australian landlines • 400 minutes free calls to Australian mobiles
Home PAYG Plan	\$5/month	• 60 minutes standard local & national calls to Australian landlines

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 minutes. Charges to these services will apply and are outlined below:

- Australian landline calls: After the exhaustion of minutes included, \$0.0275 per minute will be charged
- Australian mobile calls: After the exhaustion of minutes included, \$0.055 per minute will be charged
- 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 your service, you must provide 30 days' notice. No-contract customers: No early termination fee applies. You will only be charged for services used up to your cancellation date. Contracted customers: If you cancel before the end of your contract term, an early termination fee will apply. Please refer to the [Additional Charges](#) for details. Other applicable charges (such as equipment costs) may also apply. Charges are calculated on a pro-rata basis. No pro-rata credits or refunds are offered for cancelled services.

Hardware Charge

To use the service, a compatible VOIP router is also required. Customers can purchase one (\$180) through Occom.

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, the billing cycle will not start until your service is activated and a billing date is set. Service Activation Date is the date that your service is activated by the 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.

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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 Options

Direct Debit Payment Details:

Payment Method	Surcharge
Bank Account	\$0.38 per transaction
Visa/MasterCard	\$0.00 surcharge
A \$6 dishonour fee will apply for each failed payment. No late payment fee will be charged for Direct Debit.	

Non-Direct Debit Payment Details:

Payment Method	Surcharge
PayID	\$0.00 surcharge
Bank Transfer	\$0.00 surcharge
WeChat/Alipay	1% per transaction
A \$15 late payment fee applies if the payment is not received by the due date.	

Offer Conditions

- To use the service, you need a compatible modem
- 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 (8 am to 10 pm, Monday - Friday, Weekends & Public Holidays)

Fax – 02 9012 0328

Mail – Level 5 /104, Mount Street, North Sydney, NSW 2060

Complaints

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

Email – escalation@occom.com.au

TIO Contact Details

At Occom, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint with Occom and 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