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Fibreworks

Critical Information Summary - Phone Services

Information about the Service

Product Overview

Fibreworks voice services offer competitive rates including untimed local and national calls and low international rates. You can even port your current phone number to Fibreworks to save any troubles of getting a new phone number.

Requirements and Availability

You will require an active phone line to connect you to phone services. Availability of this service is subject to your location. Phone services are only available when bundled with Internet services.

Contract Terms and Termination Fees

Should you cancel your service during the Minimum Period/Contract term you will be charged a termination fee. The termination fee is calculated by multiplying the remaining months of your Minimum Period/Contract term by the monthly service fee. The maximum charge payable for early termination of phone services would be: ($69 + $4.95) x 18 months = $1331.10

Additionally you may be charged for any hardware that has been provided to you and not returned to Fibreworks ; for instance, an unreturned ONU could incur a fee of up to $300.

Information about Pricing

Fibreworks Phone Bundle

Call Type	Rates	Cost
Local Calls	15c per call	
National Calls	15c per call	
Australian Mobile Calls	28c per min 0c flagfall	**$4.95** per month
13/1300 Calls	25c per call	
0c International	NONE	
Other International	From 4.9c per minute 19c flagfall	

Number Porting

Your existing phone number may be ported to Fibreworks by completing and returning the Porting Authority form located at www.fibreworks.com.au. Number porting costs only $15 per number and can take from 7 to 10 business days.

You must keep your existing Phone service active until the number port is completed. If you cancel the service before porting takes place then Homelinx will not be able to port the number. Number porting is subject to the type of phone service you and the network it is currently hosted on and is not possible in all cases.

Customer Service Contact Details

Call 1300 565 615 (8am - 8pm AEST on weekdays, 10AM - 6PM AEST on weekends) or email support@fibreworks.com.au

Dispute Resolution Process (full Complaints Handling Policy at fibreworks.com.au/complaints)

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader.

If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email complaints@fibreworks.com.au or phone 1300 565 615 and speak to our Customer Service Manager.

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO for the independent mediation. Contact the TIO on 1800 062 058 or visit their website (tio.com.au/making-a-complaint.)

Service Billing

Fibreworks issues accounts monthly in electronic form and bills you in advance. Your billing date is determined by the service activation date, however you will receive an Account around the same time each month. The due date is clearly printed in the top right hand corner of your invoice and falls between 14-30 days after account issue. If payment is late, a $5 late fee will apply.

If there are insufficient funds in your nominated account, a dishonour fee will apply; cheques incur a charge of $16.50, Direct Debit rejections incur a $10 charge (both incl. GST).

If you believe there is a discrepancy with any part of your bill, please provide written notice of this before the due date. We will then investigate; your service will not be disconnected while the bill is in dispute or for 60 days after issue, whichever is shorter. Until your concern is resolved, you may need to pay an amount based on prior usage. If our investigation concludes the unpaid amount was correctly billed, payment will fall due immediately. If you dispute this outcome, your State Ombudsman may be of assistance.