

Critical Information Summary

PSTN Fixed Home Phone



Information about the Service

Your ANT PSTN service is for a Standard Voice copper home phone service

Mandatory Requirements and Availability

Active Copper PSTN phone services must be available in your area. A telephone handset is required to use this service. This service is not dependant on bundling with any other services

Minimum Term

Casual Connection - One month
24 months – 24 months

Inclusions, exclusions and important conditions, limitations, restrictions or qualifications.

Transferring your landline phone service to ANT will remove any benefits or discounts you may have from your current service provider through bundling of other services.

Information about Pricing

Services require a valid direct bank debit or credit card authority. Subscriptions are payable 1 month in advance via valid direct Bank Debit or Debit/Credit card, Subscription fees are deducted on your billing date each month. The first and last months are billed on a pro rata basis. Billable Phone charges will be charged in the following month.

Minimum Monthly Charge

Home Plan Brilliant casual contract	\$29.95
Home Plan Brilliant 24 month contract	\$29.95
Home Plan National (Capped) 24 month contract	\$85.95
Home Plan Super (Capped) 24 month contract	\$99.95

Maximum Monthly Charge

The maximum monthly charge payable is calculated as the minimum monthly charge payable plus any call or service charges caused by customer-initiated calls/messages or use of network features. The complete list pricing of calls are listed at <https://www.ant.com.au/home-phones/>

Call Rates per Plan

	Home Plan Brilliant PSTN Contract - 24 month	Home Plan National (capped) PSTN Contract – 24 month	Home Plan Super (capped) PSTN Contract – 24 month	Home Plan Brilliant PSTN Casual – no contract
Cost Per Month	\$29.95	\$85.95	\$99.95	\$29.95
Local Calls (per call)	\$0.20*	included	included	\$0.25*
National Calls (per minute)	\$0.20 (capped at \$2.00 for first 2 hours)*	included	included	\$0.25 (capped at \$3.00 for first 2 hours)*
Australian Mobiles (per minute)	\$0.35 (capped at \$2.00 for the first 20 minutes)*	\$40.00 Credit	included	\$0.39 (capped at \$2.00 for the first 20 minutes)*
Top 20 International Destinations (0011)	Variable (Capped at \$2 for first 30 minutes)*	\$36.00 Credit	\$36.00 Credit	Variable (Capped at \$2 for first 30 minutes)*
International Other	Charged as per website international rates*	Charged as per website international rates*	Charged as per website international rates*	Charged as per website international rates*
Calls to 13 and 1300 numbers (per call)	\$0.40*	\$0.40*	\$0.40*	\$0.40*
Calls to 1800 numbers	Free	Free	Free	Free
Flag Fall (for timed calls)	\$0.40*	\$0.40*	\$0.40*	\$0.40*

Billable Calls*

13/1300 numbers - 40c untimed
1223 (Directory Assistance) number -50c per call & \$1.29 Connection Fee
1225 numbers - \$1.00 per minute & \$1.29 flag call
International as per website
Calls to satellite numbers are charged differently to standard mobile call rates.

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Standard connection

- a) A connection charge applies to connect your home phone service:
 - Telephone line without a technician visit – \$59
 - Telephone line with a technician visit – \$125 - \$175
 - New telephone line connection/telephone line connection with a technician visit and cabling work – \$299.
- b) A temporary connection charge will also apply if your service is connected for three months or less. Temporary connection if your service is connected for three months or less, the connection charge is as above plus an additional \$100.
- c) Separate charges apply for each additional connection point at the same property and for more complex connections.

Lead Times

- a) Install - Lead times 5 -15 business days
- b) Churn – Port - Lead times 5 -10 business days

Early Termination Charge

All Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice. Casual Connection - Nil

Managing Unwanted Calls

To reduce unwanted calls from businesses you have no relationship with, you can register your service on the Do Not Call Register which is managed by the Australian Communications and Media Authority on behalf of the Federal Government. For more details, please visit donotcall.gov.au

Other Information

Usage information

Customers can obtain information on their usage on the “MyAccount” tab on our website and then [Login](#)

Customer Service Contact Details

Postal Address 310 Greberts Road, Stockyard Creek via Grafton, NSW 2460

Sales

Phone 02 6619 5500 or 1300 268 266 email sales@ant.com.au

Technical Support

Phone 02 6619 5500 or 1300 268 266 email support@ant.com.au

Online remote assistance <http://anthelp.me/>

Billing

Phone 02 6619 5500 or 1300 268 266 email billing@ant.com.au
Fax 02 8209 4956

Dispute Resolution Process

If you have a problem or complaint about your service please visit our website Or email complaints@ant.com.au

Telecommunications Industry Ombudsman

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au