

Critical Information Summary

Telephony Service

Information About the Service

The Telephony service offered by ZettaNet is the traditional landline service also referred to as POTS Telephony.

Service Requirements

The Telephony service is offered as standalone service or as a part of a bundle package incorporating an ADSL2+ service. Please refer to our [DSL2+ Bundle Packages](#) for more information.

Service Availability

ZettaNet Telephony services are not available in all areas or premises. Refer to our online Availability Check - <http://www.zetta.net.au/services/internet/dsl2-broadband>

Minimum Term

Telephony services are available on a 1 month contract term.

Information About Pricing

Plan Name	Minimum Monthly Charge	Local Calls	National Calls	Mobile Calls	Flagfall
			per minute	per minute	
Home Line	\$35.00	15.125c	10.30c	25.6c	10c
2 min call cost		15.125c	30.60c	61.20c	
Business Line	\$39.00	15.125c	10.30c	25.6c	10c
2 min call cost		15.125c	30.60c	61.20c	

Please refer to the [Telephone Call Rates](#) page for full rate details including international call rates.

Service Activation

Activation Type	Cost
Active Telephone Line	\$0.00*
Inactive Telephone Line	\$59.50*
New Line Installation	\$299.00

*Please note that if a technician is required to visit onsite to complete the installation on an active telephone line or to reactivate an inactive telephone line an additional fee of \$125.00 will be payable.

Additional Features

Please refer to the [Telephone Features](#) page for full Additional Feature details.

Additional Features	Cost
Silent Number	\$0.00
Prevent Call Number Sending	\$0.00

Call Waiting Display	\$0.00
Call ID Display	\$5.50
Select Call Accept	\$5.50
Voicemail	\$5.50

Early Termination and Plan Change Fees

30 day cancellation notice required.

Other Information

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 6pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint