

Home Basic

Critical Information Summary

Information About the Service

Service Description

The Home Basic Plan is offered as a Home Phone Service for standard phone lines. You can transfer your existing Home Phone service or activate a new service with ello. If you connect a new service, there may be a charge.

Minimum Term

12 Months

Key Details

Your Home Basic Plan- Monthly Access Fee included Line Rental, Unlimited Local Calls. Included calls are strictly for ordinary residential use (ello acceptable use policy applies). The table below specifies call charge that are specific to your Home Basic Plan. Optional Value Added Services and any equipment required to operate your service are charged in addition to your Monthly Access Fee.

Information About Pricing

Home Value -Access	Monthly Charge
Minimum Monthly Access Fee	\$39.95
Minimum Total cost	\$479.40

Call Rates

The table below shows standard call rates for the Home Basic Plan. Timed calls are billed in 30 second increments.

Call Type	Call Rate	Flagfall p/call
Local Calls	Included	N/A
National Calls	20c p/minute	20c
Calls to Mobile	30c p/minute	20c
Calls to 13/1300 numbers	42c p/call	N/A

All charges include GST.

For details of charges for usage types that are not listed, please contact Consumer Service on 1300 – ello ello (1300-355-635).

Early Termination Fee

If you cancel the service within the contract term, Early Termination Fee (ETF) will apply. ETF is calculated at \$10 per service for PSTN plans, multiplied by the number of whole months remaining on your contract term.

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Other Information

Usage Information

For information about your current usage levels please contact Customer Service by calling 1300-ello ello (1300-355-635).

Email Billing

ello is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service.

Payment Method

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

Connection Charges & Connection Timeframes

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. The connection fee for your ADSL2+ Product is listed in the table of the previous page.

Dispute Resolution Process

Contact Us

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 1300 - ello ello (1300-355-635) from 9am - 5pm AEST, Monday to Friday. If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined on our website www.ello.com.au.

Telecommunications Industry Ombudsman

If you are still not satisfied with the outcome of your complaint after following the above process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation, the TIO can be contacted by calling 1800 062 058 or visiting the TIO's website at www.tio.com.au.