

### Information about the service

Smart Saver Home is a fixed wire post-paid service only.

Your fixed wire service will have local and national, and mobiles calls on the Telstra Network and International calls are included.

APG Pty Limited trading as  
**Australian Phone & Internet**  
ABN 26 118 609 813

**Address:** Locked Bag 5004  
Royal Exchange  
NSW 1225

**Phone:** 136 298

**Fax:** 1300 349 851

**Email:** enquiries@  
ausphonenet.com.au

**Web:** australianphone  
andinternet.com.au

### Information about pricing

\$59 Smart Saver Home Plan*	
Minimum Monthly Spend	\$59 for non-Australian Power & Gas Customers \$49 for Australian Power & Gas Customers
Minimum Term	24 months
Maximum Monthly Charge	Minimum Monthly Spend + calls and services charges where applicable
Connection Fee	\$0
Maximum charge payable for early termination of service	Minimum Monthly Spend x Number of months remaining on your Fixed Length Agreement + any fees and charges outstanding
Telephone	
Fixed line Calls	Unlimited local and national calls to fixed lines within Australia
Mobile Calls	Unlimited calls to Telstra mobiles within Australia 30c/min to other mobile carriers (plus 45c flagfall and timed calls charged in 30sec blocks)  The cost of a 2 minute mobile call to non-Telstra mobiles within Australia will be \$1.05.
International Calls	10c/min (UK, USA, Canada, NZ, Republic of Ireland and Vietnam)  For other countries please see our International Call Rates table on our website at <a href="http://australianphoneandinternet.com.au">australianphoneandinternet.com.au</a>
Line Rental	Included in the Minimum Monthly Spend

\* All prices and charges include GST. Please also refer to the Product Terms & Conditions for any fees and charges specific to this plan.

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## Other information\*

### Spend Management Tools

We have a number of tools available to you to help you monitor your call and data usage and spending. These tools include:

- Customer portal
- Credit limits
- SMS reminders and updates
- Call barring.

For more information regarding our Spend Management Tools, please see our website at [australianphoneandinternet.com.au](http://australianphoneandinternet.com.au)

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### Enquiries & Dispute Resolution

Please make us aware of any issues by calling our customer service team on **136 298**, anytime from (8am to 7pm) on weekdays or from (9am to 4pm on Saturdays). You can also contact us via:

**Email:** [enquiries@ausphonenet.com.au](mailto:enquiries@ausphonenet.com.au)

**Fax:** 1300 349 851

**Mail:** Australian Phone & Internet  
Enquiries & Complaints  
Locked Bag 5004  
Royal Exchange NSW 1225

For further information please see our Enquiries and Complaints Policy which is available on our website at [australianphoneandinternet.com.au](http://australianphoneandinternet.com.au)

\*Please also refer to the Product Terms & Conditions for further information regarding this plan.

### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)

**Phone:** 1800 062 058

**Fax:** 1800 630 614

**Web:** Make an online complaint  
via the TIO website  
[www.tio.com.au/  
about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

**Mail:** Telecommunications  
Industry Ombudsman  
PO Box 276  
Collins Street West VIC 8007

**Visit:** Level 3, 595 Collins Street,  
Melbourne VIC 3000