

Homeline Smart Features

Get the most of your Farmside Homeline service with these handy features! You can add any one of these features which will be added to your monthly plan charge.

Smart Features

Type	Description	Monthly Price
Call Minder	Voicemail	\$10.01
Call Waiting	Audible beep when you're on a call and another call is waiting	\$4.03
Call Divert	Divert your phone to another number	\$4.03
Call Remote	Enables the Call Divert service to be turned on or off from any phone	\$4.03
Call Dual	Allows a public and private number on a single line	\$4.03
Call Fax	Fax calls have a different ring to normal calls, so you know to let the fax pick up	\$4.03
Call Quick	Three digit fast dial	\$4.03
Call Display	Displays the number of the person calling you. Requires compatible phone or display unit	\$4.03
Call Withhold	Dial 0197 before making each call to prevent your number being displayed	FREE
Call Restrict	Set a PIN to be entered before a toll call will proceed	\$4.03
Call No Disturb	Turn your home phone to silent	\$4.03
Call Hotline	Your phone will ring a preset number if the receiver is lifted for longer than eight seconds	\$4.03
Call Link	Directs calls to your new number when you move house	\$23.00

Type	Description	Monthly Price
Call 0900 Blocking	Prevent your home phone from calling some or all 0900 numbers	FREE
Wire Maintenance	If something goes wrong with your internal wiring or sockets, the cost for the repairs are covered	\$4.95
Call Smart Pack	Includes Call Minder, Call Waiting, Call Display and Wiring Maintenance	\$16.45
Call Toll Bar	Prevent your home phone from calling any toll calls (set up fee only no ongoing monthly cost)	\$46.00

Wire Maintenance Service Explained

Over time, the wiring within your home can experience faults due to wear and tear and may need to be repaired. For a small fee monthly fee, you can sign up to our optional Wire Maintenance service, then in the event you have a fault we will send out a technician to look at it. If the fault is covered, we will fix it and take care of the costs.

If it is not covered and you ask us to fix the fault, we will charge you for the cost to repair the fault. See below for fault repair fees.

The Wire Maintenance service covers faulty internal wiring and jack points causing issues such as static on the line, unable to make or receive calls or frequent disconnections or loss of broadband the service.

Wire Maintenance does not cover the following:

- Damage caused by renovations, alterations, wilful or deliberate actions
- Faults caused by faulty equipment such as medical alarms, extension cables, phones, filters or a modem
- Faults caused by pets, vermin or other animals and insects
- Damage caused by exposure to weather and from natural disasters
- Repairs to wiring and jack points where someone other than a Chorus technician carried out the initial installation work, and it does not meet the telecommunications industry standards
- Damaged wiring outside your house, for example external wiring between your house and a shed
- Changes that are not required to fix the fault, for example upgrading, adding or changing wiring, a splitter or jack point while the technician is onsite

If your modem was the only cause of the fault, there won't be a charge for the technician's visit if it was supplied by Farmside and still under warranty or covered by the Consumers Guarantees Act.

30 day stand down

If you opt in to the Wire Maintenance service when you sign up for a Homeline or ADS/VDSL Broadband and phone service you're covered straight away.

If you choose not to have a Wire Maintenance service when you sign up for these services and add it later, there will be a 30-day stand down period. The fault repair fees below will apply for any repair work you need carried out during the stand-down period.

Fault Repair Fees

If you choose to have a Wire Maintenance service, you will be charged \$4.95 (GST Inc) each month

If you choose not to have Wire Maintenance, you will be charged the following repair costs to fix any faults. These also apply to work that's not covered by the Wire Maintenance service.

- Fault Diagnosis fault: \$140.30 (GST Incl)
- Customer premise Wiring fault \$117.30 (GST Incl)