

Fair Call Policy

TransACT has developed a Fair Call Policy in order for its customers to receive and continue to receive the services of a Chatphone+ plan within reasonable call limits each month. Maxi Plan subscribers may enjoy the benefits of local, national and 13xx calls included in their plan each month, provided that the usage factor is below 750.

This simple equation is designed to assist customers in making basic calculations to check that their call patterns are within the Fair Call Policy guidelines. As each subscriber has a different call pattern from one subscriber to the next, this calculation acts as a handy tool of reference.

To calculate the usage factor the following formulae is to be used:

(Number of local calls x 2) + (Number of 13XX calls x 4) + (Minutes of National Calls ÷2)

Example 1

A customer makes 70 local calls and 40 calls to other Chatphone+ users. They ring their bank 1300 XXX XXX 10 times and speak to Bendigo for 40 minutes a month.

$(\text{Number of local calls} \times 2) + (\text{Number of 13XX calls} \times 4) + (\text{Minutes of National Calls} \div 2)$
 $(70 \times 2) + (10 \times 4) + (40 \div 2) = 140 + 40 + 20 = 200$

200 is less than 750 so this is acceptable under the Fair Use Policy

Example 2

A customer makes 300 local calls and 40 calls to other Chatphone+ users. They ring their bank 1300 XXX XXX 40 times and speak to Horsham for 140 minutes a month. $(300 \times 2) + (40 \times 4) + (140 \div 2) = 600 + 160 + 70 = 830$

830 is more than 750 so this is unacceptable under the Fair Use Policy and additional call charges may apply or the service suspended.