

Questions and Answers

Q. I have been charged for 1 month's Line Rental and or plan fee on my first bill. Why is this?

A. Like most Telecom companies, we bill a month in advance for Line Rental or Plan Fees. On your first bill you will be charged Line Rental or plan fee in advance for the coming month and Line Rental in arrears from the date you joined to the date you have been billed. Advance Line Rental would be adjusted on to your final invoice if you decide to leave us

Q. What if my business changes premises or changes phone number?

A. Your existing Business service will need to be transferred when you move, whether you are keeping the same number or not. Call us on 1 300 884 901 and we'll guide you through the steps you need to take.

Q. Do I need to tell my current provider when I switch to Prime Telecom?

A. No, we'll arrange the switchover. In future, you'll get just one bill from Prime Telecom including Line Rental and call charges.

Q. My current provider said that I will get charged for terminating my contract with them. Is this correct?

A. Potentially, it depends on the terms of your contract with them. Please contact your current provider for details of your contract with them.

Q. I pay my current provider Line Rental in advance. Am I entitled to a refund from them?

A. It's worth checking when you last paid your Line Rental and bill as you may be owed a refund.

Q. Can I use my existing phone?

A. Yes. You can carry on using the same phone and continue to make calls in the same way as you have been doing.

Q. How are calls billed?

A. Prime Telecom calls are charged in arrears and by the minute. Minimum call charges do apply – see our terms and conditions at Prime Telecom terms and conditions for details.

Q. How do I pay my Prime Telecom bill?

A. We accept Bpay, Payment by Post, Credit Card Payment and also have an option of Direct Debit.; it is an easy and efficient way of paying your monthly bill.

Q. What happens if I want to terminate my contract before it expires?

An early Termination Fees for are based on pro rata Plans if you decide to exit the contracted plans. Early Termination Fees are then applied on a Pro rata for the months owing