

CRITICAL INFORMATION SUMMARY

AUSTRALIA BROADBAND VOIP

Information About the Service

The Australia Broadband VoIP subscription is a Voice-over-Internet-Protocol (VoIP) service that allows you to make and receive phone calls, like you do when using a traditional phone handset but instead of your calls being delivered over a traditional phone line, they travel over the National Broadband Network (nbn™).

This service is not suitable if you have a serious illness or life-threatening condition, if you require disability services, if you have a back-to-base home alarm system or if you require an uninterrupted phone line.

What do I need in order to sign up for Australia Broadband VoIP service?

To sign up for Australia Broadband VoIP, you'll need an active nbn™ subscription from Australia Broadband.

Do I need a VoIP capable nbn compatible modem?

Yes, you'll need a nbn compatible modem to connect the nbn. Your modem also must be VoIP capable. If you bring your own, we can only offer limited support for BYO modem configuration. We recommend you purchase a VoIP capable nbn-ready Wi-Fi modem with pre-configured settings (plug and play) from us. All Australia Broadband supplied modems are VoIP capable. Once purchased, this modem is non-refundable, other than in accordance with your rights under the Australian Consumer Law.

How long do I need to sign up for?

The minimum term is one calendar month. Services are provided on a rolling month to month basis and you can cancel your Australia Broadband subscription at any time.

Information About Pricing

Subscription Charges

NBN Phone Plan	Australia Landlines	All of Australia	International Saver
Monthly Subscription Charge	\$10	\$20	\$30
Local Calls	Included	Included	Included
National Calls	Included	Included	Included
Calls to Australian Mobiles	\$0.15 per minute	Included	Included
Calls to 13/1300 number	\$0.44 per call	\$0.44 per call	\$0.44 per call
Cost of making a two-minute standard mobile call	\$0.30	\$0.00	\$0.00
Calls to standard landlines in 15 international destinations including: Canada, France, Ireland, Netherlands, Spain, UK, USA, China, India, NZ, Italy, Vietnam, Philippines and South Africa	Not Included		Included
Calls to Other International Destinations	From \$0.05 per minute. Learn more about our International Rates at: www.australiabroadband.net.au/nbn-plans/#international-call-nbn		

- Timed charges for Standard National Calls, Calls to Australian Mobiles, and International calls are billed in per second increments; and
- Calls to international mobile services are not included in the International Saver plan. For these destinations, refer to Calls to Other International Destinations. A

Can I transfer my existing phone number to Australia Broadband?

Yes, you can select to transfer your phone number to Australia Broadband if it has not been disconnected by your previous retail service provider. We can also provide you with a phone number which will be allocated from the number range of your closest capital city (which will be "out of area number" if you are not located in that city).

Can I use my existing phone Australia Broadband?

Yes, you can use any phone handset, as long as it was compatible with your previous Telstra telephone line. On the nbn™, your Home Phone service use the internet. Simply plug your phone handset into your VoIP capable nbn-ready modem to make and receive calls. Australia Broadband does not supply phone handsets.

Further information: www.australiabroadband.com.au

Information is current as of 01/07/2018, is subject to change without notice. All prices quoted include GST

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How do I keep track of my usage?

You can keep track of your usage online by signing into your Australia Broadband account on our website at www.australiabroadband.net.au

How will I be billed?

Your Australia Broadband subscription is a prepaid service only available by direct debit using a credit or debit card. You'll need to keep a working payment method (Visa or MasterCard) at all times. You'll be charged on or around the 1st day of each month for that month's subscription.

Fees for miscellaneous charges such as incorrect call out will be sent to you via invoice and deducted from your elected payment method after 7 days. A miscellaneous bill will only be raised on an ad-hoc basis with your prior knowledge and consent.

Do I have to make a prepayment for call usage?

Yes, you'll need to make a prepayment of \$20 on top of your monthly subscription for call usage that is not included with your plan. The prepayment will be debited from your credit or debit card when you order your Australia Broadband VoIP service.

If your call usage balance falls below \$10, we will automatically direct debit a sufficient amount to restore your prepayment amount. If you call usage is high, we may debit your credit or debit card more than once per month.

If you do not exceed the included value and do not incur charges that are excluded from your plan, there will be no automatic top-ups.

We will send you messages about your usage and debits during the month.

What happens if my direct debit fails?

Your VoIP service may become inactive if our attempts to debit your credit or debit card to top up your prepayment are unsuccessful.

What happens if I cancel my VoIP subscription?

You can cancel your subscription at any time by informing us before the end of the month. If you don't inform us of your cancellation before the end of the month, you will be charged for another month's subscription. If you cancel your subscription, we won't refund any fees that you've already paid to us. There are no pro-rata subscription credits or refunds for any unused period upon cancellation.

All unpaid charges will be direct debited from your credit or debit card on the date your subscription has been cancelled or shortly thereafter.

What is your consumer compensation policy?

Consumers are entitled to any compensation applicable in relation to service faults or outages that last more than 1

day where the fault lies with the nbn™ up to the network boundary point. By signing up to a subscription, you accept we do not offer any compensation from any business losses you incur due to a fault on your nbn™ service. We do not provide compensation for interim services such as mobile call charges. Learn more about consumer compensation at:

www.australiabroadband.net.au/help/kb/compensation-policy/

Is my VoIP subscription subject to a Fair Use policy?

All Australia Broadband services are subject to our Fair Go Policy. Prohibited Use includes using this service in a business or for any purpose or activity that is illegal, fraudulent or any other nature contrary to our Fair Go policy. Learn more about our Fair Use Policy:

www.australiabroadband.net.au/help/?ht_kb=fair-go-policy

Other Information

Customer Service Contact Details

We're available on **1300 023 354**. You can also contact us at customercare@australiabroadband.net.au or visit our online Help & Support Centre at www.australiabroadband.net.au/help. Learn more about our operating hours and contacts at: www.australiabroadband.net.au/help/?ht_kb=how-do-i-contact-you

Dispute Resolution Process

We're not happy unless you are. Most issues can usually be solved by calling us on **1300 023 354**. If you are dissatisfied with the outcome of your customer service request and wish to make a complaint, visit www.australiabroadband.net.au/help/?ht_kb=what-is-your-complaint-handling-policy or please contact Customer Relations by email at customer.relations@australiabroadband.net.au

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the Dispute Resolution Process, you may contact the TIO (Telecommunications Industry Ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint

Our Customer Terms

This is a summary only. For full legal terms visit: www.australiabroadband.net.au/help/?ht_kb=customer-terms