

Critical Information Summary – Fixed Phone (Residential Only)

Service to be provided: Aussie Broadband's fixed phone service uses the existing phone network to provide a phone service to your home.

Minimum monthly Charge: \$29.95 - \$40 (plus calls)

Maximum monthly Charge: \$29.95 - \$40 (plus calls)

Early termination Max Charge: \$0.00

Minimum term applicable: 1 Month

Information about the service

What is the service?

Aussie Broadband's fixed phone service uses the existing phone network to provide a phone service to your home.

Where is it available?

This service is available everywhere other than areas serviced by the NBNCo's Fibre to the Node, Fibre to the Curb, Fibre to the Premises and Fibre to the Basement.

What do I need to access the service?

You will need either an existing copper line or arrange the installation of a new line (at your cost), and a suitable phone handset.

Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service with no contracts.

What is included?

Features of this service include Call back, Call return, Call waiting, Three-way chat and Call forwarding (note, some of these may incur costs when you use them). You may also purchase additional features like voicemail, calling number display, dual phone and fax, and silent numbers (see "other possible costs" below).

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your broadband with this service for extra cost (see our website).

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you abuse our staff or

you breach our fair use policy (available at <https://www.aussiebroadband.com.au/legal/>).

Aussie Broadband does not provide access to Premium call services such as 1900 numbers.

By default, access to International numbers are blocked to prevent bill shock. You can request access to International numbers by calling our sales team on 1300 880 905.

Information about pricing

Monthly charges

See tables on next page for monthly and call charges

Set-up fee (dependant on connection type)

- **Transfer** – transfer of an existing, active line to Aussie Broadband **\$0**
- **Line Activation** – inactive line, but premises has a physical line with dial-tone **\$59**
- **Line Activation with technician visit (minor works)** – Inactive line but a technician is required to connect existing cabling **\$99**
- **Line Activation with technician visit (major works)** – For any new line connection or existing connections requiring major works **\$240**

Other possible costs

- If you bundle your phone service with a broadband service, your monthly costs may be different. For full terms and conditions on a broadband service, please see the relevant critical information summary.
- You can purchase optional extra phone features such as voicemail, calling number display, dual phone and fax, and silent numbers. For more information visit our [website](#)

Exit fee

There are no exit fees for this service.

Monthly charges

Plan name	Minimum monthly charge
Fixed Phone unbundled	\$29.95
Bundled 1 (local and national calls included)	\$30.00
Bundled 2 (local, national and mobile calls included)	\$40.00

Call charges

Plan name	Local calls	National calls	Calls to mobile	International	1300 & 13
Fixed Phone unbundled	20c untime	20c/min + 39c Flag Fall Cap \$2 for up to 3 hours	36c/min + 39c Flag Fall Cap \$2 for up to 30 minutes	Varied + 39c Flagfall	40c untime
Bundle 1	Included	Included	36c/min + 39c Flag Fall	Varied + 39c Flagfall	40c untime
Bundle 2	Included	Included	Included	Varied + 39c Flagfall	40c untime

NOTE – International rates vary by destination.

For information on International rates please contact our sales team on 1300 880 905

Other information

Usage

Aussie Broadband provides an online portal called "MyAussie". You can use this to find information about your usage.

Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905. Our support hours are constantly expanding – please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

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