

Critical Information Summary

VoIP phone plans

Service to be provided: Uses your broadband (internet) to provide a phone service to your home, instead of a standard phone line.

Plan name	Minimum monthly charge	Maximum monthly charge	Early termination charge	Minimum term applicable
Casual	\$0.00 plus calls	\$0.00 plus calls	\$0.00	1 Month
Everyday	\$10.00 plus calls	\$10.00 plus calls	\$0.00	1 Month
International Talk	\$20.00 plus calls	\$20.00 plus calls	\$0.00	1 Month

*See call charges on page 2

Information about the service

What is the service?

Aussie Broadband's VoIP phone service uses your broadband (internet) to provide a phone service to your home, instead of a standard phone line.

Where is it available?

This service is available at any premises in conjunction with an internet connection.

What do I need to access the service?

You will need:

- An active broadband service.
- A VoIP adapter or an approved router. Aussie Broadband can supply one of these for an additional cost. Please note that Aussie Broadband does not supply UNI-V phone services or 'Fiber Phones'; all Aussie Broadband VoIP services will require an Analogue Telephone Adapter (ATA) or a Modem/Router with a built in ATA.

NOTE: Most handsets will plug into your VoIP service, but we cannot guarantee your existing handsets will work.

Minimum term of the service

This service is month-to-month with no fixed term.

What is included?

Features of this service include:

- Call waiting
- Voicemail

What is not included?

Hardware and some calls, see table below for call charges.

Do I have to bundle anything with the service?

No, you don't have to bundle anything with this service.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- 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 customer service team on 1300 880 905 once your VoIP service is active.

This service does not include a battery backup power supply for either OptiComm or NBN's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.

All Aussie Broadband VoIP plans have a hard cap monthly limit of \$150. Caps can be increased on application subject to a credit check.

Aussie Broadband is not able to offer priority assistance to phone line customers with diagnosed life-threatening conditions. If you need priority assistance, we recommend you contact Telstra.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to NBN or OptiComm.



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Pricing information

Call charges

Plan Name	Calls to other Aussie VoIP Services	Local Calls	National Calls	Calls to Mobiles	International	1300 & 13
Casual	Included	15c untimed	15c untimed	22c per minute	Varies	35c untimed
Everyday	Included	Included	Included	Included	Varies	35c untimed
International Talk	Included	Included	Included	Included	Varies	35c untimed

NOTE:

- International Talk plan also includes \$15 of 'Talk Time' credit that can be used for 1300 & 13 numbers as well as International calls (selected destinations only). For a full list of International rates, click [here](#).
- Some international destinations are actively blocked because they are high risk, check list [here](#).
- Our current phone plans all contain no flagfall costs, except:
 - 1223 – National Directory Assistance (\$0.715 flagfall inc. GST)
 - 1225 – International Directory Assistance (\$2.145 flagfall inc. GST)

Standardised cost information

A call to a standard national mobile number costs 22c per minute with no flagfall (on our Casual plan), or is free on our Everyday or International Talk plans.

Example: A 2 minute national mobile call will cost \$.44 (on our Casual plan) or \$0 (on our Everyday or International Talk plans).

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase a VoIP adapter or an approved router from Aussie Broadband, but we can provide them if required

Other possible costs

Diversions – diversions are charged at the same rate as outbound calls for the selected plan (e.g. on the casual plan it would cost 15 cents to divert to a landline number).

Exit fee

There are no exit fees for this service.

Note: All costs mentioned on this critical information summary are inclusive of GST.

Other information

Usage

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

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, or lodge a fault via [MyAussie](#).

Our support hours are constantly expanding – 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 tio.com.au/making-a-complaint

Aussie Broadband Limited

PO Box 3351
Gippsland Mail Centre
Victoria 3841

P 1300 880 905

F 1300 121 677

E info@aussiebroadband.com.au

