

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
Premium	Included	Included	Included	Included	Varies	35c untimed

NOTE:

- Premium 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 Premium 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 – see our website at <https://www.aussiebroadband.com.au/business/hardware-devices/> for more information.

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.

Other information

Usage

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

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

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