

Critical Information Summary – VOIP phone



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 Aussie Broadband internet connection.

What do I need to access the service?

You will need:

- An active broadband plan with Aussie Broadband (note a Phone Only NBN plan is only suitable for Aussie Broadband VoIP phone use, not internet use; there is a separate critical information summary available for this)
- 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 Analogue Telephone Adapter.

NOTE: Most handsets will plug into your VoIP service, but we cannot always 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

Do I have to bundle anything with the service?

Yes – this service is bundled with our broadband plans. Note we also have a stand-alone VoIP NBN plan – please see our website [here](#) for more information.

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill within 30 days, you are abusive to 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.

This service does not include a battery backup power supply for either 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 the NBN.

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Information about pricing

Monthly charges

Plan name	Minimum monthly charge
Casual	\$0.00
Everyday	\$10.00
Family	\$20.00
Seniors VOIP (for customers aged 60 and over)	\$15.00

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	22c per minute	Varies	35c untimed
Family/Seniors	Included	Included	Included	Included	Varies	35c untimed

NOTE:

- International rates are automatically blocked to prevent bill shock, and some are actively blocked because they are high risk. For a full list of International rates please visit our [website](#).

Standardised cost information

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

Example: A 2 minute national mobile call will cost \$.44 (on our Casual and Everyday plans) or \$0 (on our Family or Seniors plans).

Set-up fee

There is no set-up fee for this service.

Equipment fees

Aussie Broadband can provide you with a VoIP adapter or an approved router. Cost will depend on your choice of model.

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.

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 – 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.