



# STANDARD

## Critical Information Summary

### Information about the service

#### SERVICE DESCRIPTION

The Standard VOIP home phone plan is provided to residential Australian Phone customers.

Australian Phone VoIP plans provide residential access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology.

#### CONTRACT TERM

You have no contract liability; we provide service only on pre-pay basis.

#### KEY DETAILS

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. Australian Phone only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about Australian Phone VoIP services and the Customer Service Guarantee is available on

[www.australianphone.com.au](http://www.australianphone.com.au)

You must maintain a broadband connection of at least 512/128k speed and a power supply. You will be supplied with the required hardware (with an additional payment for equipment) to use the service if required, alternatively you may use soft phone on your PC or mobile.

Australian Phone VoIP Standard plan can be used to call the emergency number 000, however you should not regard any VoIP service as a reliable

service in an emergency. Priority Assistance does not apply to Australian Phone VoIP services.

VoIP services are not recommended if you/another resident have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line.

### Information about the pricing

#### MONTHLY ACCESS FEE

\$3.95 per month, Local Unlimited plan includes one DID (Australian Phone Number provided) from desired location.

#### SETUP FEE

\$10 minimal payment required to instant online activation and DID request.

#### MINIMUM TOTAL COST

\$3.95 minimum cost, for at least one month monthly fees, including rental for Australian DID.

No hardware supplied by default.

Calls outside are the included value extra.

#### CALL CHARGES

No flagfall for any type of calls.

Local/National calls: FREE and Untimed.

Calls to 13/1300 numbers: Untimed 30.0c/call.

Calls to "Australian Phone Company" (on net) customer's numbers are free.

Calls to Australian Mobiles are 12 cents per minute (charged in 60 second increments).

#### INTERNATIONAL CALLS

Calls are charged in 60 second increments. Rates are subject to change.

Full details of international call rates are available on [www.australianphone.com.au/calls/international-rates](http://www.australianphone.com.au/calls/international-rates)

#### EARLY TERMINATION CHARGE

No termination fees as far as no contract obligations required, money will be returned excluding paid for calls and monthly fees for used months.

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## Other Information

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.australianphone.com.au](http://www.australianphone.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

### USAGE INFORMATION

For information about your current usage levels please use the Australian Phone MY ACCOUNT area available at [www.australianphone.com.au](http://www.australianphone.com.au) or contact Customer Service by calling 03 9999 82 89.

### PAYMENTS

Accounts must be paid by PayPal, Credit Card (including automated) online payment, BPAY via MY ACCOUNT area, or Direct EFT to Australian Phone Company bank account. Visit [www.australianphone.com.au](http://www.australianphone.com.au). No option for Direct Bank Debit is currently available.

### CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 03 9999 82 89 8am - 8pm AEST, Monday to Friday, and 9am - 5pm Saturday. If we are unable to resolve your issue to your satisfaction, please visit <http://www.australianphone.com.au/support/f-a-q/137-cust-service> to

see our complaint handling policy. If you are still not satisfied with the steps taken by Australian Phone to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Australian Phone and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

### ONLINE BILLING

You can save and support the environment by opting for our online billing. Please visit MY ACCOUNT area at [www.australianphone.com.au](http://www.australianphone.com.au)

### FAIR USE POLICY

We are keeping rights to apply our "Fair Use Policy" at Residential ("Home Phone") plans that have "Unlimited", "Untimed" and "FREE" options when we see an excessive or unreasonable usage and reserving rights to change it without any future notice.

Under excessive usage we understand calls duration more than 60 minutes where "flat" rates ("Untimed") applies, or more than 1000 minutes for all type of calls in summary per month period. In case we find your usage excessive we contact to you by e-mail with a first and last warning, if usage continues in the same manner we switch you to a "Starter" plan with no free calls option or your service may be suspended without any money refund.

Under unreasonable usage for Residential "Home Phone" plans we understand using of your "Home Phone" plan for any apart from Residential purposes like: business purposes, reroute a calls to any other networks, wholesale re-resale any our services. We may identify these issues by type of connected device, calls profile or any symptoms that we may consider as reasonable. In case we find your usage unreasonable we contact to you by e-mail with a first and last warning. If usage continues in the same manner we switch you to a "2 Lines Business" plan with no free calls option or your service may be suspended without any money refund.

**If you have any questions regarding your service call us on**

**03 9999 82 89**

**[www.australianphone.com.au](http://www.australianphone.com.au)**