

**Critical Information Summary**  
**InfiNET Broadband's NBN residential/Personal VOIP Standard Plan**

**Description of service/s:**

These are residential/personal VoIP (Voice over IP) Standard services provided over the NBN network. VoIP phone services uses the internet to provide a phone service to your home. The service is only available in conjunction with InfiNET Broadband's NBN services and only available to residential users. It is not suitable for business use. InfiNET Broadband does not permit the use of the service for illegal purposes.

**VoIP Plan Information Overview:**

Plan Name	Min Monthly Charge (Inc. GST)
InfiNET VoIP Standard Residential	\$10.00

**Call Charges:**

Service	Type	Cost (Inc. GST)
Local/National (Australia)	Per Minute	\$0.00 (Included)
Mobile	Per Minute	\$0.047 (4.7 cents)
13/1300/1345 Numbers	Flat	\$0.30 (30 cents)
180/1800 Numbers	Flat	Free
1223 (Directory Assistance)	Flat	\$0.85 (85 cents)
1100.125xx (Special Numbers)	Flat	\$0.30 (30 cents)
Telstra/Optus Mobile Satellite	Per Minute + \$0.80 Flag fall	\$1.95
International (See pricing schedule)	Per Minute	See Pricing Schedule

- **Minimum Term:** 1-month minimum term. Can cancel free of charge at any time
- **Contract Terms:** These plans have no lock in contract and must be in conjunction with a InfiNET Internet plan

**Other Charges:**

- **Single Number Porting:** \$20.00 Inc. GST

**The service includes:**

- A single extension (line or channel) – denotes the number of simultaneous calls that can be made on a trunk
- A maximum of one phone number (Direct in-Dial number) per service

**MRC (Monthly Recurring Charge):** Registered SIP Endpoint MRC is payable each month commencing on the Start Date of the Endpoint and ending on cancellation of the Endpoint in accordance with the Agreement.

**Order Cancellation:** Once you receive notification that your order has been submitted to our carrier, your order will be classified as "In Progress". At this stage, if you wish to cancel due to change of mind, no refund will be provided. Once the service is activated, a 15-day notification is required to cancel an active service. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

**Relocation:**

If the customer moves or relocates (change of address), there are no charge or fees when staying with InfiNET Broadband and we will manage this for you.

**Billing:**

InfiNET Broadband will bill you in advance for the minimum monthly charge. On completion of signing-up, your first month of monthly charges will be charged in advance. This payment will be applied to your account and an invoice made available within the customer portal. Billing for your service will commence on the day that the VoIP service activation is completed and we will notify you once the service is activated. The InfiNET billing cycle will then start on this date and reoccur on the same date each month.

**Additional account fees:**

The following account fees apply to the InfiNET Broadband payment methods:

- Direct debit fee: \$0.00 cent per transaction (Free)
- Australian VISA/Mastercard surcharge: 1.75% + \$0.30 cents
- International Cards: 2.9% + \$0.30 cents
- Bounced/failed direct debit fee: \$10.00
- Paper Bill Fee: \$3.50

**Late payment fee:**

If your account is not paid in full within 15 days after the monthly due date a late payment fee of \$15 + GST will apply.

**Connection Timeframes:**

InfiNET Broadband will process and connect your VoIP service as quickly as possible. We rely on our carrier to complete the provisioning of the VoIP number or porting of existing number/s. The porting of an existing number can be between 10-20 days as is dependent on the carrier who currently holds the number.

**Required Hardware:**

An NBN ready modem/router is required to connect this service. InfiNET Broadband recommend using one of our supplied modem/routers that come preconfigured. Please check our website for current pricing. InfiNET Broadband do support BYO modem/routers but they must be compatible with the NBN connection being delivered to your property. InfiNET Broadband will provide limited 'best effort' support for BYO devices, so you must be capable of configuring it yourself.

You will also need a suitable VoIP phone using an adapter or VoIP router. The InfiNET Broadband routers that we supply (for an additional cost) are VoIP enabled.

**Enquires, feedback and complaints:**

InfiNET Broadband are committed to providing you with excellent customer service. Please contact us by calling 1300 101 414 or by sending an email to [customerservice@infinetbroadband.com.au](mailto:customerservice@infinetbroadband.com.au) if you have any questions, provide feedback or raise a concern/complaint

**Telecommunications Industry Ombudsman (TIO):**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: <http://www.tio.com.au/making-a-complaint>