

## Critical Information Summary – VOIP Phones

### Information about the service

#### **What is the service?**

A VoIP phone service from Noosa Telecom utilises your broadband (internet) to deliver a phone service to your home or business rather than a traditional phone line.

#### **Where is it available?**

In conjunction with a Noosa Telecom internet connection, this service may be used at any location.

#### **What do I need to access the service?**

You'll need the following:

- An active broadband plan with Noosa Telecom
- A VoIP adapter or an authorized router is required. For an extra fee, Noosa Telecom may provide one of these. Although Noosa Telecom provides UNI-V phone services, it does not provide 'Fiber Phones' or Analogue Telephone Adapters (ATA) for its VoIP services.

Please note: Most telephones should work with your VoIP service, however we can't promise that all phones will function.

#### **Minimum term of the service**

There is no contract or fixed term for this service.

#### **What is included?**

Call waiting and voicemail are included with this service.

#### **Do I have to bundle anything with the service?**

Yes, a Noosa Telecom Internet account is required for this service.

#### **Qualifications**

Please be advised that if you do not pay your bill, are abusive to our employees, or violate our "fair use" policy, this service may be restricted or discontinued.

Premium call services such as 1900 numbers are not accessible through Noosa Telecom.

To avoid bill shock, international calls are disabled by default. You can ask for access to international numbers by calling our sales team.

OptiComm and NBN's equipment do not come with a battery backup power supply, and neither does any customer equipment. This implies that you will not be able to make calls during a power outage, including emergency service calls.

The maximum monthly sum for all Noosa Telecom VoIP plans is \$150. On application, caps may be increased if the customer passes a credit check.

Please be aware that Noosa Telecom does not provide priority access to phone line customers with diagnosed life-threatening illnesses. If you require priority assistance, please contact Telstra.

Please contact your device maker about transferring these services to the NBN or OptiComm if you have a fax machine, EFTPOS terminal, security alarm, or medical alert.

## Information about pricing

Service to be provided:	Uses your broadband (internet) to provide a phone service to your home, instead of a standard phone line.
Minimum monthly charge:	\$0 - \$20 (plus calls)
Maximum monthly charge:	\$0 - \$20 (plus calls)
Early termination max charge:	\$0.00
Minimum term applicable:	1 Month

### Monthly charges

Plan name	Minimum monthly charge
Casual	\$0.00
Everyday	\$10.00
International Talk	\$20.00

## Call Charges

Plan name	Calls to other Noosa Telecom 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

Please 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).
- Because some countries are considered to be extremely high-risk, they may be off limits.
- 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.

### Set-up fee

This service does not have a set-up fee.

### Equipment fees

A VoIP adapter or an authorized router can be provided by Noosa Telecom. The cost will vary depending on the type of device.

### Exit fees

This service does not have any exit fees.

## Other Information

### **Customer Service**

We have a staff of Australian professionals who can assist you with any technical support, account, or sales queries. Head to our website at <https://www.noosatelecom.com.au> to view our business hours and contact details.

### **Complaints**

If you have a complaint or dispute, please call our team on (07) 5412 7321 and ask for the Resolutions team.

### **Ombudsman**

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint) to resolve any issues.

### **Noosa Telecom**

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