

CRITICAL INFORMATION SUMMARY – NBN Phone (Standard)

NBN Phone (Standard)

This service is a VoIP phone service delivered over NBN via a VoIP capable modem or router provided by Australia On Line.

This service is only available as part of an Australia On Line NBN broadband service.

MONTHLY ACCESS FEE (Line Rental)

\$10/month

MINIMUM PLAN TERM

Plan term options:

- Month to month,

WHAT'S INCLUDED

- Phone line rental

CALL RATES

Local calls FREE Local calls.

Calls to 13/1300 35c untimed.

Calls to landlines FREE to Aust fixed lines

Calls to mobiles

45c connection, 36c per minute Limited to \$2 for up to 20 minutes 7pm to 12am.

Calls to select international destinations

Calls to Canada, Hong Kong, Ireland, New Zealand, UK, US and Singapore
Limited to \$1 for calls up to 10 minutes.

[Click for international standard call rates](#)

Directory assistance 1223

Calls to directory assistance 1223 75c untimed

All other call types

Charged at cost + 25%.

PHONE FEATURES

Silent Number

\$2.93 per month

Voicemail/Message bank

\$6.60 per month

Calling Number Display

\$6.60 per month

ACTIVATION

Activation of phone service is free.

MINIMUM PLAN COSTS

The minimum phone plan cost is \$10.

CHANGING PLANS

There is no fee for changing to another phone plan.

CALL ITEMISATION

To track your call costs, sign in to

<http://usage.ozoneonline.com.au>

If you have a query about your call history or call costs, please send an email to accounts@australiaonline.net.au detailing your concern.

USAGE HISTORY

To review your itemized calls sign in to

<http://usage.australiaonline.net.au>

If you have a query about your calls, please send an email to support@australiaonline.net.au with your query.

BILLING HISTORY

To review your billing, sign in to

<http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to accounts@australiaonline.net.au detailing your concern.

PHONE SERVICE

Required equipment

Any standard RJ11/RJ12 phone handset (not supplied by Australia On Line).

Home Phone service is supplied via the router and requires either TP-LINK TD-VG3631, TP-LINK TD-VG5612, TP-Link VR1600V, NetComm NF18Mesh or NetComm NF20Mesh. These are available for purchase from Australia On Line. We do not support any other end customer VoIP equipment.

Keep your existing phone number

We can transfer your existing phone number to this phone service where your existing phone service is currently connected to one of the major carriers. Do not cancel your home phone with your old provider or you may irretrievably

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lose your phone number prior to the number transfer completing.

The phone socket that will be active once the service transfers to the NBN will be the one on the router/modem and so existing phone sockets will not continue to work without you securing the services of an electrician.

Many customers provide phone service through out their residence by plugging the base station of their cordless walk about phones into the router/modem.

Other available phone plans

The NBN Home Phone (Standard), which includes “line rental” and unlimited local calls and long distance calls to Australian fixed lines, is \$10 per month.

The NBN Home Phone Plus is available for additional \$20 per month and includes free calls to Australian mobiles.

Click here for full details [NBN Home Phone Plus](#).

Battery backup

The NBN Home Phone services will not operate during a power outage unless you arrange a battery backup such as an “uninterruptible power supply” (UPS) to supply power to your router, your phone and to any NBN NTD.

Security and Medical alarms

The NBN Home Phone service does not support back to base security or medical alarms. Please consult your alarm provider as to what measures you need to take to ensure the continued operation of your back to base alarms without a PSTN (copper) phone line.

Incompatible services

The NBN Home Phone service does not support fax machines, dialup modems or EFTPOS terminals.

Medical Priority

Since we rely upon third parties such as NBN for the supply of the phone service, Australia On Line does not provide medical priority. If you or any member of your family suffers from a life

threatening medical condition, you should ensure you have other means of summoning medical assistance available to you such as a mobile phone in the event that the NBN Home Phone service is unavailable.

Customer Service Guarantee Waive (CSG)

Australia On Line will use its best endeavors to provide you with a an excellent service but it is a condition of supply of this home phone service that you waive your Customer Service Guarantee.

BILLING

You'll be billed in advance for the minimum monthly charge and the call charges from the previous calendar month on the third Victorian business day each month. You will be invoiced 3 days prior to the due amount being debited from your nominated payment method (Visa, MasterCard or bank account).

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding.

29c processing fee applies to credit card transactions.

SERVICE CANCELLATION

To cancel the service, please send an email to disconnect@australiaonline.net.au specifying :-

- The service's phone number
- The address where the service is located.
- Your name
- Your date of birth
- The date you wish the service to be disconnected

Please give 7 days notice of prior to your preferred disconnection date.

Be aware that access fees are non-refundable.

An acknowledgement email will be sent to you in reply which will include a cancellation receipt number.

If you do not receive a cancellation confirmation email then Australia On Line has not received your cancellation notification and you will need to contact Australia On Line directly on 1300 650 661 to ensure cancellation occurs.

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Be aware that Australia On Line cannot be held responsible for the refund of access fees where we have not acknowledged receipt of a cancellation.

This is a summary only – the full legal terms for this plan are available at;
<http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf>

PERSONAL USE

This service is intended for personal, domestic or residential use. You may use this service for commercial purposes but be aware the service is not guaranteed to be interruption free or error free.

WARRANTY

This service is not guaranteed to be interruption or error free.

The liability of Australian On Line Pty Ltd in respect of this service is limited to resupply of the service or the refund of fees paid for the period of service failure.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at
management@australiaonline.net.au

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FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us