

FlexiTalk Freedom VoIP



Critical Information Summary

Information about the service

Flexitalk Freedom VoIP is the next generation phone service. Designed to be completely 'transparent' – you simply make and receive phone calls in the usual way, but instead of your calls being delivered over the regular phone line network they travel through your high speed internet connection to the Public Switched Telephone Network (PSTN), via Voice over IP or VoIP technology.

In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+. This service is only available to residential customers in Australia.

EQUIPMENT REQUIRED FOR USE OF SERVICE

To use your VOIP service you will need to have an active broadband connection with at least 512 kbps for download speeds, and 128 kbps for upload speeds for best results. You will also require a VoIP-enabled ADSL modem (along with a telephone handset) to connect your VoIP service. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

Although not compulsory, Switched On offers equipment in conjunction with this plan. If you require VoIP hardware you can purchase this outright at the time of ordering. Pricing changes from time to time and can be found on both our web site and application form. If you are unsure whether your existing VoIP hardware is compatible please contact our sales team on 1300 455 620.

MINIMUM TERM

No minimum term. You may cancel at any time by providing us with 30 days' written notice.

WHAT'S INCLUDED AND EXCLUDED?

The following calls are included at **no additional charge**:

- Calls to others on the same Switched On network

You'll need to pay additional charges for all call types not included in your plan. **The main charges are:**

- Calls to Local Numbers: 9.5¢ per call
- Calls to National Numbers: 9.5¢ per min
- Calls to mobiles: 30¢ per min (timed)
- Calls to 1300 Numbers: 33¢ per call

CALLS TO INTERNATIONAL NUMBERS

You will be charged if you make calls to international numbers. International rates vary by destination and areas are subject to change. For international call rates see

switchedonaustralia.com/residential/voip-international.php

Got any Questions?

 **1300 455 620**

 **info@switchedonaustralia.com**

 **switchedonaustralia.com**

Information about the pricing

MINIMUM MONTHLY CHARGE

Your minimum monthly charge is **\$7.90** – you pay an additional amount for the calls you make each month which are not included in the minimum monthly charge. Your monthly charges are billed according to your billing cycle.

MINIMUM TOTAL COST

The minimum total cost for this plan is \$7.90 in the first month.

EARLY TERMINATION

There are no early termination charges. Any cancellations require 30 days notice.

STANDARD CALL CHARGES

Here's some useful information for you to make it easier to compare between providers.

Call	
	A 2 minute standard national mobile call will cost you \$0.60c (30¢ per minute, with no flagfall charges). Calls are charged in 60 second increments.

CONNECTION CHARGES

The following fees may apply to connect your service:

- Activation without porting: \$55
- Activation with porting: \$110

If you have current numbers with another provider for your phone service and you would like to keep them, then they will need to be ported.

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible.

DIRECTORY LISTING

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

switched on
AUSTRALIA

FlexiTalk Freedom VoIP



000 EMERGENCY DIALLING

Switched On VoIP can ordinarily be used to call the emergency number 000, however, due to possible technical issues beyond our control, VoIP is not always guaranteed to provide access to 000 emergency services. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored.

For your protection, please ensure you always have an alternative means of dialling the 000 emergency services. If you intend to use a mobile telephone to dial 000 emergency services, please read 'Calling the Emergency Call Service from a Mobile Phone: Frequently Asked Questions' from ACMA available online at www.acma.gov.au/WEB/STANDARD/pc=PC_100575

VoIP services are not recommended if you/another resident have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line. Priority Assistance (for people diagnosed with a life threatening medical condition) does not apply to Switched On VoIP services.

CUSTOMER SERVICE GUARANTEE

Customers may have rights under the Customer Service Guarantee Standard (CSG Standard) made under the Telecommunications (Consumer Protection and Service Standards) Act 1999.

The CSG Standard specifies timeframes for the connection of services, the repair of faults and the making and keeping of appointments. This applies to the standard telephone service, telephone line, and certain enhanced call handling features (namely, Call Waiting, Call Barring, Call Divert, Calling Number Display and Calling Number Display Suppression). Customers may be entitled to financial compensation if we fail to meet our CSG Standard requirements. If you decide to sign up for the Switched On VoIP service, you will be asked to waive your rights to any compensation payable under the CSG Standard. If you do not waive your rights, we will not be able to supply the service to you. For more information about the Customer Service Guarantee see: www.switchedonaustralia.com/legal/csg.html

FULL TERMS

All pricing is inclusive of GST. This information is a summary only. Visit www.switchedonaustralia.com/legal/policies.html to view the Standard Form Customer Contract for VoIP Services which sets out the terms and conditions on which we provide our products and services.

BILLING

Your bill is due on the same day of each month (i.e. 15 April, 15 May, 15 June). We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

You can support the environment by opting for our free email billing option. Paper bills will incur a fee of \$2.50. To switch to email billing, contact us on 1300 455 620 or log into your account at www.switchedonaustralia.com/members.html and complete the request.

For more information on billing, go to: www.switchedonaustralia.com/members.html

DIRECT DEBIT

Accounts must be paid by Direct Debit from a nominated savings, cheque or credit card account. A surcharge applies for credit card payments. To make a payment in person at Australia Post a \$2.20 or via BPay a fee of \$1.10 will apply.

USAGE METER & RECORDS

We have an easy-to-use usage meter where you can to check and monitor your usage, review your past statements and pay your bills.

To see your usage meter please go to: www.switchedonaustralia.com/members.html and log into the customer portal.

Please bear in mind that the usage meter relies on our records coming through from our host network which runs around 48 hours behind actual usage and this delay could be greater if there are outages.

Please make sure you adjust your usage accordingly.

WE'RE HERE TO HELP

If there is anything at all you want to ask us or need help with, just call us on **1300 455 620** so we can serve you better.

Or you can visit us at www.switchedonaustralia.com for additional information, including to access information about your usage of the service or to view the full terms and conditions for this plan.

DISPUTE RESOLUTION PROCESS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at: <http://www.switchedonaustralia.com/complaints.html> or <http://www.switchedonaustralia.com/legal/policies.html>

If once you have accessed both our support and internal dispute resolution process, we still can't resolve your complaint to your satisfaction; you are within your rights to 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

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