

# NBN / VoIP Bundle Infinite



## Critical Information Summary

### Information about the service

#### Description of the service

Your **NBN / VoIP Bundle Infinite** plan combines superfast broadband on the NBN Optical Fibre network to access the internet and a VoIP phone service (which uses the internet in place of the original PSTN copper lines). Included in this plan is a monthly data allowance. Your VoIP phone and NBN broadband services must be connected at the same physical address. Please note this service is not available in all areas. Contact us to check your zone availability.

#### Bundling arrangements

This plan is bundled with NBN Broadband and VoIP phone services which operate simultaneously. You can purchase these services as separate plans should you prefer.

#### Mandatory components

You will require an NBN ready modem/router in order to access this service. You may also require a VoIP enabled telephone handset or VoIP adaptor (ATA) to connect your VoIP service. The monthly fee does not include the cost for this equipment but you may purchase a modem/router and/or VoIP phone adaptor from us at an additional cost. Please contact us for further information.

#### Minimum term

This service is available on a **24 month** minimum term.

#### What's included?

**400 GB - Monthly Data Allowance** where 1GB (Gigabyte) = 1,024MB (Megabytes), with no peak or off peak limitations. If you exceed your 400 GB data quota in a monthly billing period, you won't be charged extra but your download/upload speeds will be slowed down to 1Mbps for the balance of the billing cycle, and will return to full speed once the cycle date has passed.

The following VoIP calls and features are also included in your monthly plan, at **no additional charge**:

- Mailbox and access to MyInbox – online webmail.
- Calls to others on the same Switched On VoIP network
- Calls to local and national fixed line numbers

Your unused Monthly Data Allowance will expire each month at the end of your billing cycle and all inclusions are for use in Australia.

#### What's not included?

You'll need to pay additional charges for all call types not included in your plan. The main call charges can be found at:

[switchedonaustralia.com/residential/flexitalk/plans.php#vbundle](http://switchedonaustralia.com/residential/flexitalk/plans.php#vbundle)

### Information about pricing

#### Minimum monthly charge

The minimum amount that you'll pay per month is **\$89.95**.

#### Total minimum plan cost

The minimum amount you'll pay over the period of your plan is **\$2218.80** (plus any additional equipment repayments), made up of a \$60 connection fee, and \$89.95 per month over your contract term.

#### Early termination charges

If you cancel your NBN Broadband or VoIP phone service or transfer one (or more) of these services to another service provider, your bundle will be cancelled and you will be charged an early termination charge (ETC).

The maximum early termination charge you would have at the start of your service with us is **\$2158.80** (plus any remaining equipment repayments, if applicable). So for example, if you cancel in Month 12 of your contract the ETC will be: \$2158.80 – (12 x \$89.95) = \$1079.40

#### Unit pricing information

You will be billed in 60 second increments.

Cost of making a 2 minute standard national mobile call (33¢ per minute with no flagfall charges)	<b>\$0.66c</b>
Cost of using 1MB of data within Australia (incl. in allowance)	<b>\$0.00022</b>
Excess data charges	<b>Nil</b>

#### Setup fees

If you have current phone numbers with another provider and you would like to keep them, then they will need to be ported. The following fees will apply to connect your VoIP service:

- Connection fee: \$60

#### Speed boost packs

You can purchase a Speed Boost Pack for your Switched On NBN service. Refer to the table below for available speeds and pack charges. These charges will be added to your monthly access fee each month on your bill.

25 Mbps / 5 Mbps	<b>\$10 per month</b>
50 Mbps / 10 Mbps	<b>\$15 per month</b>
100 Mbps / 40 Mbps	<b>\$20 per month</b>

#### International call rates

International call rates vary depending on which country you're calling. Calls are charged per minute block. For all international call rates, see: [switchedonaustralia.com/residential/voip-international.php](http://switchedonaustralia.com/residential/voip-international.php)

### Got any Questions?

 **1300 455 620**

 [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

 [switchedonaustralia.com](http://switchedonaustralia.com)

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# NBN / VoIP Bundle Infinite



## Other Information

### Usage information

We have an easy-to-use usage meter where you can keep track of your usage, view your past statements and pay your bills. We'll also provide you with SMS usage alerts when you exceed your monthly limit for your Call and Data Allowances.

To view your usage, you can login to the customer portal at:

[switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php). Please bear in mind, that usage records are provided to us from our host network which runs about 48 hours behind actual usage. This delay could be greater if there are outages. For that reason, we highly recommend you monitor and adjust your usage regularly, as notifications of usage and your usage meter may be affected by this delay.

### Billing

Your bill is payable on the **15<sup>th</sup> of each month**. Each bill includes any applicable usage charges, plus the Minimum Monthly Charge in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges so may be higher than expected. 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, in addition to the minimum monthly charge in advance for the next billing cycle. You'll also only receive a proportion of your monthly data allowance based on the number of days left in the billing period, and your full monthly data allowance in the next month. For more information on billing visit our website at:

[switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

### Availability

NBN is not available in all areas or to all customers and is only available to eligible Switched On residential customers who are located in the area of a Switched On NBN Fibre enabled exchange. NBN Fibre availability can be checked using the online coverage checker at: [switchedonaustralia.com/nbn-rollout.php](http://switchedonaustralia.com/nbn-rollout.php). Unless your premises are already connected, you will need to be connected to the NBN Network. Standard installations are done without charge to you. Non-standard installations may require you to pay charges. We will provide the service at the address which you nominate. If you relocate, Switched On may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

### Broadband speeds

NBN Fibre Broadband is capable of delivering speeds of up to 100Mbps/40Mbps, however, will be connected with a maximum speed of 12Mbps/1Mbps unless a speed booster pack is selected. Actual download/upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware and software configuration, type of content being downloaded/uploaded and the connection method within the premises.

### Connection

Once we've accepted your application, we'll try to connect your NBN Fibre and phone service on the date you ask for, but this might not always be possible due to factors outside our control. NBN Co. advises it can take up to 30 days for NBN to become fully connected, including installation and delivery of service

### 000 Emergency dialling

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. VoIP services are not recommended if you or 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

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 this bundled 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: [switchedonaustralia.com/legal/csg.php](http://switchedonaustralia.com/legal/csg.php)

### Customer Service

We are committed to providing you with excellent service. If you have any questions, would like to give feedback or complain, you can contact us by calling **1300 455 620** during business hours, or by sending an email to [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)...we'd love to help you.

### Complaints or disputes

We encourage you to always contact us first if you experience any problem or are unhappy and we'll do our best to solve your problem during our first contact. You can find further information about our complaint resolution process via our website at:

[switchedonaustralia.com/complaints.php](http://switchedonaustralia.com/complaints.php) or  
[switchedonaustralia.com/legal/legal.php#Policies](http://switchedonaustralia.com/legal/legal.php#Policies)

### Telecommunications industry ombudsman

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on: **1800 062 058**. or by visiting the TIO website at: [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

This is a summary only – the full legal terms and conditions are available at: [switchedonaustralia.com/legal/legal.php#SFCC](http://switchedonaustralia.com/legal/legal.php#SFCC)

Information and pricing is correct at the time of printing and is inclusive of GST.

## Got any Questions?

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