

# Critical Information Summary

NBN™ VoIP Plans – 1 July, 2018



## Information about the Service:

IF Telecom NBN™ Plans deliver Residential Grade Broadband Internet Voice (VoIP –Voice over Internet Protocol) over the NBN™ network to the boundary point of your premises, offering various calling options, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN™ compatible Wi-Fi Modem/Router. You must arrange and connect your own NBN™ ready handset/s

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to [www.iftelecom.com.au/CSG](http://www.iftelecom.com.au/CSG)

## Requirements & Availability:

IF Telecom NBN™ bundle plans also include a VoIP telephone service. (Handset is not included). This service only works with an internet service and when power is uninterrupted. It includes dialing emergency numbers but is not suitable for people that require priority assistance.

If you require an existing telephone number to be ported over to an NBN™ VoIP phone service, please note this can take up to six (6) weeks. The port will only commence once your NBN™ broadband service is activated. To ensure a smooth port and that you have continuity of connected calls during the porting process, you must keep your existing telephone service with your current or legacy provider active until the port is completed. It is your responsibility to keep your existing phone number active and IF Telecom is unable to port an inactive phone service.

## Minimum Monthly Plan Fee:

**Note:** See Plan Features & Inclusions below:

Usage Types	Amount (inc. GST)	
Minimum Monthly Charge	\$19.95	\$29.95
Total Minimum Cost over 24 Months	\$577.80 includes \$99.00 one-time set-up fee	\$817.80 includes \$99.00 one-time set-up fee
Standard Local Landline Calls	Included	Included
Calls to National Landline Numbers	Included	Included
Calls to Australian Mobile Numbers	30c – per min	Included
Calls to 13/1300 Numbers	40c – per call	
Early Termination Fees	\$99 or months remaining multiplied by monthly access fee per service (lesser amount applies)	
Non Direct-Debit Fees	\$5.00 – per month multiplied by 24 months(Contract Duration)	

## Plan Features & Inclusions:

IF Telecom's NBN™ plans offer VoIP telephone Services, which are contracted for a Minimum Term of 24 Months (Two Years Contract). Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates extended, if any. Includes monthly line rental, an NBN compatible modem/router, GST, Voice Message Retrieval, Caller ID Display, & dialing 1800 Numbers in Australia.

Use of our NBN™ plans requires a compatible modem/router. It is your responsibility to configure a BYO modem/router and IF Telecom offers limited support for BYO modem configuration. IF Telecom supplies an NBN™ compatible modem ([www.iftelecom.com.au/nbn-hardware](http://www.iftelecom.com.au/nbn-hardware)) with pre-configured settings (plug and play) for \$99(billed on the first months invoice). Once purchased, this modem is non-refundable, other than within your rights under the Australian Consumer Law.

IF Telecom does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to one of our NBN plans, some equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. IF Telecom bears no responsibility for any equipment or services at your premises that may be impacted when connected to one of our plans. IF Telecom does not offer priority assistance.

**Billing, early termination, and cancellation policy:** All our plans are billed in advance via fixed date billing every month. These products are based on a 24-month agreement. Monthly invoices are issued via email only, payable by direct debit via credit or debit card (Visa, MasterCard, AMEX, or Diners) or bank account. A 3% surcharge will apply for all AMEX or Diners transactions. A \$19.95 late payment fee will be charged for any late payments. If you choose to receive your monthly account by post, a printed bill has a charge of \$2.95 per bill. The payment date is 14 days from the invoice issue date. No pro-rata credits or refunds are offered for any accounts. If you cancel your service with us (once the cool off period has expired) during the 24-month term, an early termination fee of \$99.00 or months remaining multiplied by monthly access fee—per service applies. (Lesser amount applies).

**Other Fees & charges:** Depending on the IF Telecom service, at times there may be a need for additional fees and charges. Specifically, an additional fee or charge could be applied where an incorrect call out is made. An example of that is where a Customer incorrectly requests us to arrange for a technician to visit premises or remotely diagnose a service where no fault or issue is found or the issue is found beyond the network boundary point.

A comprehensive outline of additional fees and charges is located on our website: [www.iftelecom.com.au/fees-and-charges](http://www.iftelecom.com.au/fees-and-charges).

## **Contact Us:**

You can contact us and even get an update on your usage at [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au) or phone us on 1800 436 659 between 8am to 7pm Monday to Friday and between 9am to 6pm on Saturdays and Public Holidays. You can leave messages on Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at [www.iftelecom.com.au/downloads/policies/Complaint\\_Handling\\_Process\\_Summary.pdf](http://www.iftelecom.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf)

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at [www.fio.com.au](http://www.fio.com.au)