

Critical Information Summary

Flat Rate Residential VoIP Service

Information about this service

Our residential VoIP service is offered to customers of AUS Internet as a bundle and as a stand-alone service to non-AUS Internet nbn customers.

Acceptable Use

This service MUST not be used for telemarketing, call-centre, business with more than 5 Full Time employees, Auto diallers or for the purpose of making un-solicited calls. A Fair Use policy of 500 minutes applies per billing cycle.

We reserve the right to suspend outbound calls to services deemed to be using this service against the Acceptable Use guidelines.

Minimum Term

There is no minimum terms for our Flat Rate Residential VoIP service. You may cancel your service at anytime in accordance with normal service cancellation terms and conditions

Monthly Cost

This service is offered as a stand-alone service or bundled with an eligible AUS Internet nbn service

Customers choosing to bundle this service receive a \$10.00 monthly discount

Product	Speed / Inclusions	Monthly cost
AUS Internet Flat Rate Residential VoIP Service	Unlimited calls to local, national and mobile numbers as well as 13/1300 & 1800	\$20.00 Bundled \$30.00 Un-Bundled

Changing from another provider (Port)

You may elect to transfer your existing telephone service to us from another provider (This is called a 'Port'). The porting process takes anywhere from 4 to 10 business days depending on the losing carrier. Only active services can be ported. There is no cost to port your number to us unless it is a business service classified as a Cat-C number (Eg: Some Telstra Business Services) in which case a \$100 non-refundable porting fee will apply. We'll advise you if this is the case

Power Outages

Your nbn and VoIP service requires mains power to function. In the event of a power outage and loss of internet connection, your VoIP service will also not function. Users should consider whether this product is suitable to their needs in the event of a power failure. We recommend the use of power backup options such as a UPS to offer short term redundancy

Phone Compatibility (VoIP)

Your VoIP service will operate using a standard touch tone or cordless phone, connected directly to the modem/router provided by us. You are responsible for ensuring a working telephone is connected to the service.

Priority Assistance

Priority assistance is not available on residential VoIP services. If you experience a fault, normal best-effort restoration times will apply as per nbn targets. If you require priority assistance, you MUST contact Telstra for a telephone service.

Customer Service & Support

If you are experiencing a connection issue or service fault, or wish to discuss other matters surrounding your service, please contact our support team on 07 4222-1111 during business hours, who will be happy to assist you.