

## Critical Information Summary

### Seniors Internet + VoIP Bundle Plan

#### Information about this service

Our nbn Seniors + VoIP bundle offer is a package available to eligible customers only. This service is available on all nbn Fixed Line technologies and nbn Fixed Wireless. It is not offered where nbn technology classification is SkyMuster. This Critical information summary outlines specific information and terms about this product, and forms part of our normal service terms and conditions. It is to be read in conjunction with our nbn service CIS that applies to your service connection type and Residential [VoIP service CIS](#).

#### Eligibility

This bundle offer is only available for senior citizens (age 55yrs +). Evidence of age is required to be eligible for this service. This product is available to new subscribers to AUS Internet only. Existing customers cannot connect to this offer

#### Minimum Term & Monthly Cost

A minimum connection term of 12 months applies to this bundle. You'll receive a Netcomm NF18ACV VoIP compatible modem/router for \$79.00 as a special offer as part of this term (RRP \$119.00). Monthly cost is \$64.95, and is subject to change with nbn annual wholesale price changes and/or CPI increases.

#### Inclusions

This product includes the following services collectively as a bundle.

| Product                                        | Speed / Inclusions                                                              | Monthly cost |
|------------------------------------------------|---------------------------------------------------------------------------------|--------------|
| nbn Fixed Line or nbn Fixed Wireless Standard  | Up to 25/5mbps                                                                  | \$64.95*     |
| AUS Internet Flat Rate VoIP Service (Optional) | Unlimited calls to local, national and mobile numbers as well as 13/1300 & 1800 |              |

#### nbn Connection Speed

The peak information rate displayed does not necessarily indicate the speed your service will always achieve. The speed indicated is the maximum theoretical speed that is provided by nbn to us as a wholesale speed. Limitations in networking overheads mean that your actual speed will in most cases be slightly lower than the speeds indicated. A range of other factors can affect your speed, which includes how your devices connect to your home network.

#### Changing from another provider

It is your responsibility to check you are not under a contract with your existing provider, or that you are required to provide notice of cancellation to them before connecting a service with us. Customers on nbn FTTP, and Fixed Wireless will have services provisioned on a new connection port, meaning you must notify your existing provider that you are leaving them. Customers on nbn FTTN, FTTB, FTTC & HFC will have their existing service churned to us, and churn fee waived as part of this bundle offer.

#### Plan Changes & Cancellation

If you wish to change your plan, you'll no longer be eligible for the senior's bundle offer. Upon changing plan your nbn service and VoIP service will be billed at the new selected nbn plan & VoIP service cost and the 12month term will remain in place, however you will be charged the \$50.00 difference of the modem/router cost, and normal plan charges will apply. Should you cancel your service within the 12-month contract period, an early termination fee (ETF) will apply in addition to the \$50.00 difference of the modem/router cost. The ETF will be calculated based on the normal nbn Standard plan + Residential VoIP service cost for the duration of the connection – less the amount already paid for your service during that period.

#### 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 nbn services or home VoIP services. If you experience a fault, normal best-effort restoration times will apply as per nbn targets.

#### 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.