

NBN Fibre Phone Plan



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important information about your **NBN Fibre Home Phone** plan.

It covers things like the length of your contract and how much you need to pay each month.

This service combines the best features of traditional landline phone service, plus the ability to use a traditional handset and the cost savings of Voice over IP technology.

Your plan is for a post-paid NBN voice service. It gives you access to our network, a phone number, and lets you make and receive calls from your NBN voice service to other landlines and mobile phones.

Requirements and Availability

The NBN Fibre Phone service is available only when paired with an active QTelecom NBN Internet service. If your NBN Internet service is cancelled, your NBN Fibre Phone service will also be cancelled.

Minimum Term

This service has a minimum term of 24 months

INFORMATION ABOUT PRICING

Monthly Charges

The minimum monthly charge for NBN Fibre Phone is the monthly rental fee of \$11.00.

The total minimum cost for NBN Fibre Phone is \$264.00 (\$11.00 Fibre Phone fee x 24 months plus any calls made to standard national numbers, Australian mobiles, International numbers and/or 1300 and 13 numbers.

Call Charges

- Calls to Local numbers - Included
- Calls to Standard National numbers - 18c per minute*
- Calls to Australian mobiles - 29c per minute*
- Calls to 13/1300 numbers - 44c untimed
- Flagfall on timed calls - 44c

*Billed per 60 seconds

International rates vary by destination, full rates can be seen at our website http://www.qtelecom.com.au/cis/voice/International_Charges.pdf

Standard Cost Information

- A call to a local number will cost you 0c
- A call to a standard national number incurs a per minute rate of 18c per minute with a 44c flagfall charge - a 2 minute call will cost \$0.80c
- A call to a standard national mobile incurs a per minute rate of 29c per minute with a 44c flagfall charge - a 2 minute call will cost \$1.02

Early Termination Charges

No early termination fee (ETF) applies.

OTHER INFORMATION

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for any 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.

Monitoring your usage

You may view your usage by logging into our member's portal by visiting <http://myaccount.qtelecom.com.au>

NBN Fibre Phone and Power Outages

The NBN Fibre Phone service is delivered via the NBN and has the ability to work in a power outage if a battery backup is installed with your NBN Internet service. In order for your service to work in a power outage please be aware;

- You must have an active battery backup unit installed. You can get this installed at no extra cost when you apply for an NBN Fibre Internet connection with QTelecom.
- You will need a non-powered traditional telephone or telephone with a back-up power supply connected to the voice port on the NBN Connection router.
- During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

All prices Inc GST

 **1300 857 863**

 **sales@qtelecom.com.au**

 **www.qtelecom.com.au**

QUEENSLAND
TELECOM

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CRITICAL INFORMATION SUMMARY

We're Here to Help

You can contact our QTelecom Customer Support representatives for billing, sales or support via email at support@qtelecom.com.au; or telephone on **1300 857 863**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing via email to opsman@qtelecom.com.au

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling them on 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint

This document is a summary only, for our Full Terms and Conditions and plan information please visit our website at www.qtelecom.com.au

All prices Inc GST

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