

# Critical Information Summary



## **VoIP (Voice over Internet Protocol)**

### **Information about the service**

Red Broadband VoIP services provide a way for you to make cheap calls through your existing Red Broadband Internet connection instead of through a traditional phone line.

This service is not sold as a standalone service but rather it is available as an additional service on the following Red Broadband Internet Services:

- NBN

### **Requirements and Availability**

To use our VoIP service, you will require a VoIP enabled router (along with a handset) or a compatible ATA (Analog Telephone Adapter). To be able to be provided with a VoIP service we require that you waive your rights under the CSG (Customer Service Guarantee).

You can find out more information regarding the CSG here:

<http://www.redbroadband.com.au/support/>

### **Minimum Term**

There is no minimum term applied to Red Broadband VoIP services. Please be aware that as VoIP is not a standalone service, there may be a minimum term applicable for the attached Red Broadband Internet Service.

### **Included Features**

<b>Inbound</b>	<b>Calling Line ID Blocking</b>	<b>Call Waiting</b>
<b>Do Not Disturb</b>	<b>Voice Mail</b>	<b>Call Forwarding</b>

## Information about Pricing

### Call Charges

Plan Name	Minimum Monthly Fee	Further Information
Included VoIP	\$0	Calls are charged at Standard Call Rates of: <ul style="list-style-type: none"><li>- Local Calls = 15c flat rate</li><li>- National Calls = 16c flat rate</li><li>- Mobile Calls = 28c per minute</li><li>- 13/1300 Calls = 37c flat rate</li><li>- 1800 Calls = Free</li><li>- International Calls = Not Available</li></ul>
Landline Call Bundle	\$10	Unlimited Calls to standard Australian landline numbers
Landline and Mobile Call Bundle	\$20	Unlimited Calls to standard Australian landlines and standard Australian Mobile numbers

\* Included local, national and mobile calls are subject to our fair use policy

### Setup Fees

No setup fees are charged for Red Broadband VoIP services.

### Cancellation Fees

There are no cancellation fees specifically for our VoIP services as there is no minimum term applicable. Please be aware that as VoIP is not a standalone service, there may be cancellation fees applicable for the attached Red Broadband Internet Service.

### Standardised Cost Information

A call to a standard mobile incurs a per minute rate of 28c with no flag fall charges.

A two-minute national mobile call will cost \$0.56

## **Other Information**

### **Usage Information**

You can check your VoIP usage online using our members portal:  
<https://secure.redbroadband.com.au/>

### **Customer Service Contact Details**

You can contact our Sales, Support and Accounts team by calling **1300 551 331** or emailing us at [support@redbroadband.com.au](mailto:support@redbroadband.com.au). Support hours are **9am to 6:30pm** on Monday to Friday and **9am to 4:30pm** on Saturdays.

### **Dispute Resolution Process**

If you feel dissatisfied with the outcome of your enquiry or our support and you wish to take the matter further, please follow our complaints process. You can find our complaints handling policy here: <http://www.redbroadband.com.au/support/>

### **Telecommunication Industry Ombudsman**

If you have followed the complaint handling process as above and you are still dissatisfied with the outcome, then you can contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or by visiting **[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)**