

NBN Phone

This service is delivered over NBN via a router. It requires the use of either TP-LINK TD-VG3631 router or TP-LINK TD-VG5612 router.

This service is only available as part of an Australia On Line NBN broadband service.

MONTHLY ACCESS FEE (Line Rental)

\$0/month

MINIMUM PLAN TERM

Plan term options:

- Month to month,

WHAT'S INCLUDED

- Phone line rental

CALL RATES

Local calls

FREE Local calls.

Calls to 13/1300

Calls to 13/1300 35c untimed.

National Calls

FREE National calls to Australian fixed lines.

Calls to mobiles

45c connection and 36c per minute
Limited to \$2 for up to 20 minutes 7pm to 12am.

Calls to select international destinations

Calls to Canada, Hong Kong, Ireland, New Zealand, UK, US and Singapore
Limited to \$1 for calls up to 10 minutes.
[Click for international standard call rates](#)

Directory assistance 1223

Calls to directory assistance 1223 75c untimed

All other call types

Charged at cost + 25%.

PHONE FEATURES

Silent Number

\$2.93 per month

Voicemail/Message bank

\$6.60 per month

Calling Number Display

\$6.60 per month

ACTIVATION

Activation of phone service is free.

MINIMUM PLAN COSTS

The minimum phone plan cost is \$0.

CHANGING PLANS

There is no fee for changing to another phone plan.

BILLING

You'll be billed in advance for the minimum monthly charge on the third Victorian business day each month. You will be invoiced 3 days prior to the due amount being taken from your nominated payment method (Visa, MasterCard. or bank account).

Your first debit will include any setup fees and the first month minimum access fee prior to your order proceeding.

CALL ITEMISATION

To track your call costs, sign in to

<http://usage.ozone.com.au>

If you have a query about your call history or call costs, please send an email to accounts@australiaonline.net.au detailing your concern.

BILLING HISTORY

To track your call costs, sign in to

<http://bill.ozone.com.au>

If you have a query about your billing, please send an email to accounts@australiaonline.net.au detailing your concern.

SERVICE CANCELLATION

To cancel the service, please send an email to disconnect@australiaonline.net.au specifying :-

- The service's phone number
- The address where the service is located.
- Your name
- Your date of birth
- The date you wish the service to be disconnected

Please give 7 days notice of prior to your preferred disconnection date.

Be aware that access fees are non-refundable.

A acknowledgement email will be sent to you in reply which will include a cancellation receipt number. If you do not receive a confirmation email then Australia On Line has not received your cancellation notification and you will need to contact Australia On Line directly on 1300 650 661 to ensure cancellation occurs.

Be aware that Australia On Line cannot be held responsible for the refund of access fees where a cancellation has not been acknowledged.

CRITICAL INFORMATION SUMMARY – NBN Phone (Standard) – 06/06/2016

WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at management@australiaonline.net.au

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

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<http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf>