

## NBN Phone

This service is delivered over NBN via a router. It requires the one of Australia On Line provided VoIP enabled router/modems.

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

### MONTHLY ACCESS FEE (Line Rental)

\$10/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.

### CALL ITEMISATION

To track your call costs, sign in to

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

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

### USAGE HISTORY

To review your itemized calls sign in to

<http://usage.australiaonline.net.au>

If you have a query about your calls, please send an email to [support@australiaonline.net.au](mailto:support@australiaonline.net.au) with your query.

### BILLING HISTORY

To review your billing, sign in to

<http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to [accounts@australiaonline.net.au](mailto:accounts@australiaonline.net.au) detailing your concern.

### PHONE SERVICE

#### Required equipment

You can use your existing phone handsets.

Home Phone service is supplied via the router and requires either TP-LINK TD-VG3631 or TP-LINK TD-VG5612. These are available for purchase from Australia On Line.

#### Keep your existing phone number

We can transfer your existing phone number to this phone server where your existing phone service is currently connected to the network of one of these major carriers AAPT/PowerTel, Optus, Primus, Telstra or TPG. Do not cancel your home phone with your old provider or you may irretrievably lose your phone number prior to the transfer completing.

The phone socket that will be active once the service transfers to the NBN will be the one on the router/modem and so existing phone sockets will not continue to work without you securing the services of an electrician.

Many customers provide phone service through out their residence by plugging the base station of their

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cordless walk about phones into the NBN router/modem.

### Available phone plans

The NBN Home Phone (Standard), which includes “line rental” and unlimited local calls and long distance calls to Australian fixed lines, is included free.

Click here for full details [NBN Home Phone \(Standard\)](#).

The NBN Home Phone Plus is available for additional \$15 per month and includes free calls to Australian mobiles.

Click here for full details [NBN Home Phone Plus](#).

### Battery backup

The NBN Home Phone services will not operate during a power outage unless you arrange a battery backup such as an “uninterruptible power supply” (UPS) to supply power to your router, your phone and in the case of NBN Fibre (FTTP) or NBN Fixed wireless to the NBN box as well.

### Security and Medical alarms

The NBN Home Phone service does not support back to base security or medical alarms. Please consult your alarm provider as to what measures you need to take to ensure the continued operation of your back to base alarms without a PSTN (copper) phone line.

### Incompatible services

The NBN Home Phone service does not support fax machines, dialup modems or EFTPOS terminals.

### Medical Priority

Since we rely upon third parties for the supply of the phone service, Australia On Line does not provide medical priority. If you or any member of your family suffers from a life threatening medical condition, you should ensure you have other means of summoning medical assistance available to you such as a mobile phone in the event that the NBN Home Phone service is unavailable.

### Customer Service Guarantee Waive (CSG)

Australia On Line will use its best endeavors to provide you with an excellent service but it is a condition of use of the NBN Home Phone service that you waive your Customer Service Guarantee.

## BILLING

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

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

29c processing fee applies to credit card transactions.

## SERVICE CANCELLATION

To cancel the service, please send an email to [disconnect@australiaonline.net.au](mailto: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.

An 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 we have not acknowledged receipt of a cancellation.

## PERSONAL USE

This service is intended for personal, domestic or residential use. You may use this service for commercial purposes but be aware the service is not guaranteed to be interruption free or error free.

## WARRANTY

This service is not guaranteed to be interruption or error free.

The liability of Australian On Line Pty Ltd in respect of this service is limited to resupply of the service or the refund of fees paid for the period of service failure.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

## 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

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4900. If your issue remains unresolved please contact Australia On Line management at [management@australiaonline.net.au](mailto: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](http://tio.com.au/about-us/contact-us)

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