



Information about the Service

NBN™ Internet and VoIP Phone Bundle Description – Our VoIP

telephone plans can be bundled with our NBN™ Internet Service utilise nbnCo™ infrastructure (FFTP, FFTB, FFTN, FTTC or HFC) fibre broadband to improve the way you connect with others. It is designed to provide everyone with high-speed internet access.

Included features The Internet and VoIP Phone Plans include the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses
- Awesome Speed
- Email protection
- Personal Web Space
- Awesome Local Customer Service

Availability & System Requirements – Coverage extends to a growing number of areas across Australia. You can determine your availability using our service qualification tool at www.esc.net.au/go/nbnsq

Equipment needs – You need an approved compatible router to use this service. You may choose to bring your own (BYO) or we recommend that you purchase one of our approved pre-configured router/modems for an additional fee of \$169(including \$24 postage fee). FTTP/FTTH, FTTC and HFC – an eWAN Wifi Router is recommended for Wi-Fi coverage. FFTN and FFTB – VDSL2 Modem Router is required for the service to work. Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Is this a Bundle Service? - This is a bundle service available to consumers that have an active nbn™ plan as listed below and VoIP enabled router.

Internet Plans

NBN Plan Name	Monthly Included Data	Typical Evening Speed*	Minimum Monthly Charge	Unit Cost 1GB Data
nbn™ 12	250GB	10	\$49.90	.20c
nbn™ 12	Unlimited	10	\$59.90	N/A
nbn™ 12	Unlimited Plus	10	\$69.90	N/A
nbn™ 50	250GB	43	\$59.90	.28c
nbn™ 50	Unlimited	43	\$69.90	N/A
nbn™ 50	Unlimited Plus	43	\$79.90	N/A
nbn™ 100	500GB	85	\$89.90	.18c
nbn™ 100	Unlimited	85	\$99.90	N/A
nbn™ 100	Unlimited Plus	85	\$109.90	N/A

* Typical Evening Speed are between 7pm–11pm which is the busy time for Internet traffic. The typical evening speed is an indication of the speeds achievable and not a minimum. For more information see www.esc.net.au/docs/cis/NBNKeyFactSheetv1.pdf

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Information current as at 03/10/2023. Additional information available at www.esc.net.au/go/nbn

Critical Information Summary – NBN Internet and VoIP Plans

Phone Plans

VoIP Plan Name	Local Call cost	National Call cost	Mobile Call Cost	13/1300*	18/1800
Pay As You Go	25c Cost of 2-minute call is .25c	25c Cost of 2-minute call is .25c	35c/min Cost of 2-minute call is .70c	35c per call Cost of 2-minute call is .35c	Free
\$10 Phone Plus	Included	Included	25c/min Cost of 2-minute call is .70c	35c per call Cost of 2-minute call is .35c	Free
\$20 Phone UltimatePlus	Included	Included	Included	35c per call Cost of 2-minute call is .35c	Free

*Calls to EscapeNet 1300 135 235 are free

Minimum Term – 1 month. We require 30 days' notice of intent to cancel this service.

Pricing Information

Set-up fee –There is no set up fee for this service.

Excess Usage -There are no excess usage charges.

Plan Changes -You can change your plan at any time without charge. If you are changing your plan during a current billing cycle you will need to pay the difference between your current plan and your new plan. If you are downgrading your plan, we do not offer a pro rata refund or credit.

Exit Fee -There is no exit fee for this service. We require 30 days' notice of intent to cancel this service. If you don't inform us of your cancellation before the end of the month, you will be charged for another month's service. If you cancel your service, we won't refund any fees that you've already paid to us. There are no pro-rata service credits or refunds for any unused period upon cancellation. All unpaid charges will be direct via your nominated AutoPay method on the date your service has been cancelled or shortly thereafter.

New Development Charge – nbnCo™ may charge a \$300 new development charge that applies to the first order for an nbn™ access network service in a new development. This charge is applied to each premises in the development. If you require an Additional Copper Lead In it may incur a \$300 development charge. We will inform you if the new development fee applies upon sign up.

Order Withdrawal Fee -There is no order withdrawal fee. Any equipment purchased as part of the order will need to be returned in its original condition to us for a refund to be processed. Postage costs are not refundable.

Faults Fees –An Incorrect Call out Fee of \$265 applies if a technician is sent to your premises and no fault is found with the nbnCO™ infrastructure. A Not In Attendance Fee of \$265 applies if a technician arrives at your premises and you are not in attendance.

Priority Assistance and other special services– This service does not support the 'Priority Assistance' service feature for persons with life-threatening medical conditions; nor do we currently provide support for teletypewriter equipment or calls to some operator or

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premium rate services. NBN uses new technology and as such certain services like monitoring services, fax/modem & alarms may not function.

Phone Features and Costs

Features	Cost
International Call charges	Refer to International call rate document www.esc.net.au/faq/nbn_phone_international_call_rates/
Directory Assistance	Not supported
19/1900	Not supported
Selective Call Barring	Not Supported
Voice mail	Not Supported

Other Information

Data Usage – Both uploads and downloads count towards your data allowance. If you exceed your monthly data allowance, your service will be slowed down to 256kbps for all usage until the next billing cycle begins. This means that you will not be charged for extra data usage. Information is available at www.esc.net.au/terms/spendmanagement

Typical Usage Information can be found at www.esc.net.au/terms/spendmanagement

Checking your data usage - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at www.esc.net.au/go/myaccount

CSG – All plans and pricing in this document are subject to you waiving the Customer Service Guarantee (CSG). Please call our office on 1300 135 235 for further information.

NBN Battery Back Up - We do not provide a battery backup as part of the service. This service will not function during power outages and you will not have internet and telephone access. You will need to have another means to make and receive phone calls (including 000 calls) e.g., a mobile phone. Please read our SFOA Part E NBN Service for further information. www.esc.net.au/terms

Payment Processing Fee - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

Customer Service - You can call us on 1300 135 235 and we can assist you with technical support, account balances, usage updates, payments, general support and many other queries. Please check our website for our current hours.

Customer Dispute Resolution - If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint at www.esc.net.au/go/feedback; In the very rare event that you are not happy with the outcome you may contact the TIO on 1800 062 058 or www.tio.com.au/making-a-complaint

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