

## Critical information summary for your NBN UNLIMITED Phone Plan

### Description of the Service

This service is an NBN Phone service that is delivered over the internet and can be used to make and receive calls.

#### Mandatory components (not included with the plan)

You will require a Tangerine Telecom NBN Internet service and a compatible IP handset or an analogue telephone adapter (ATA) to use this service. This product is only available if you have an active Tangerine NBN internet service.

#### Minimum Term

There is no minimum contract term for this plan.

#### Standard installation requirements

An internet service with a minimum of 100/100 Kbps per concurrent call is required for this service. You can utilise an existing internet connection or request a new one from Tangerine Telecom. Applicable internet rates apply. You are required to install the handset(s) supplied as a part of your service, including any associated cabling, configuration of your network and any routers and/or switches within your network to allow the service to work.

#### Key Details

Your Tangerine Telecom NBN Phone service allows you to make and receive phone calls. This phone service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.

#### What's Included and Excluded?

Included in this plan:

- Line rental
- Calls between Tangerine Telecom NBN Phone services
- Local calls
- National calls
- Calls to Australian mobile numbers

Excluded in this plan:

- Calls to 13/1300 numbers
- Calls to international destinations
- Premium rate services, ie. 1900 calls

### Information about Pricing

#### Charges

Your minimum monthly charge is \$10.00. This is the monthly charge for the service.

Calls to 13/1300 Numbers	45c / call
Timed call connection fee	29c / call
Timed call billing increment	60 second block

International call charges can be found by visiting our website: <http://www.tangerinetelecom.com.au/help/what-are-your-international-call-rates>

Premium rate services are charged in accordance with the service supplier, please seek clarification from the premium rate service provider before making these types of calls.

#### Unbundled Services

This voice service must be accompanied by a Tangerine NBN service. In instance where an NBN service is cancelled we reserve the right to write to you to transfer your telephone number to another provider of your choice. In the meantime while the voice service is active with no NBN service a standalone surcharge will apply of \$10 per month.

#### Non-direct debit and paper bill fees

If your account is NOT set up on direct debit then you will be charged a \$3.50 / month non-direct debit fee. If you choose to receive your bill via post then you will be charged a \$3.50 / month paper bill fee. It is free to receive your bill via email.

#### Other information

#### Usage Information

A spend management tool is available to all Tangerine Telecom customers free of charge via the member portal at:

<https://customerportal.utilibill.com.au/tangerinetelecom/>

#### Billing

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

## Service Details

Tangerine Telecom is responsible for the service to you (the Consumer).

### Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 211 112.

You can access our complaint resolution process via the details on our website at [www.tangerinetelecom.com.au/policies](http://www.tangerinetelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

### Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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