



CRITICAL INFORMATION SUMMARY:

VOIP

Information About The Service

TransACT VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

Requirements & Availability

You will require a VoIP-enabled ADSL modem (along with a handset) to connect your VoIP service. TransACT can sell or rent you a suitable device at additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

VoIP is not sold as a standalone service. A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service' type.

| VoIP Plan | Eligibility |
|------------|--|
| Netphone 1 | All Residential ADSL Broadband plans (no PSTN bundle) |
| Netphone 2 | All Residential ADSL Broadband plans (with PSTN bundle) All Fibre and NBN Plans |
| iiTalk | Included with Naked DSL plans |

Minimum Term

No minimum terms are applied to TransACT VoIP services.

Included Features

All TransACT VoIP services include a range of great features listed in the table below. A selection of enhanced features are available at an additional cost, with more detail at www.transact.com.au/phone/netphone-voip

| | | | |
|----------------------|------------------------|---------------------------------|--------------------|
| 3-Way Calling | Call Forwarding | Calling Line ID Blocking | Call Return |
| Call Waiting | Do Not Disturb | Voice Mail | |

Information About Pricing

Monthly Charges

TransACT offers 4 VoIP plans, each with a standard monthly rental, and varied call rates detailed further below.

| Plan Name | Minimum Monthly Charge |
|------------|------------------------|
| Netphone 1 | \$9.95 |
| Netphone 2 | \$9.95 |
| iiTalk | \$0.00 |

- The Total Maximum monthly charge is the sum of the Minimum Monthly charge above, and the cost of any calls made/ additional charged features added
- As there are no contract terms applied, the Total Minimum & Maximum cost of the service is as above



Call Charges

| Plan Name | Calls to other TransACT VoIP | Local Calls | National Calls | Calls to Mobile* | International ** | 1300 & 13 |
|------------|------------------------------|-------------|----------------|------------------|------------------|-------------|
| Netphone 1 | Included | 15c untimed | 15c untimed | 29c/min | from 5c/min | 30c untimed |
| Netphone 2 | | Included | Included | | | |
| iiTalk | | Included | Included | | | |

*Calls to Mobile are charged per 30 second block

**International rates vary by destination, full rates at www.transact.com.au/en/phone/netphone-voip

- Timed charges for International calls are assessed on a per second basis, with a minimum assessed duration of one minute
- Included local & national calls are subject to our Acceptable Use policy available at www.transact.com.au/terms/

Setup Fee

No setup fees are charged with TransACT VoIP services.

Contracting & Early Cancellation Fees

TransACT VoIP plans aren't contracted, and as a result no early cancellation fees are applied.

Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 29c per minute with no flagfall charges.

- A 2 minute national mobile call will cost \$0.58

Other Information

Usage Information

Customers can obtain information on their VoIP usage at <https://toolbox.transact.net.au/>

Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 61**. See www.transact.com.au/en/ contact for more details.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.transact.com.au/en-ACT/support/accounts/complaints

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint