

## Critical Information Summary – BTC VoIP

### INFORMATION ABOUT THE SERVICE

#### Requirements & Availability

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

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

A waiver of the Customer Service Guarantee is required for all VoIP services. 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 - All Residential ADSL Broadband, Fibre, NBN, Cable, VDSL2 and Naked DSL plans

#### CAVEAT

**Internet – Voice-over-Internet services will only ever be as reliable as the internet connection itself. Data/Signals sent over the internet are only as reliable and secure as the internet connection is able to guarantee.**

#### Minimum term

24-month contract term.

If you cancel your service or port the number away to another carrier within the contract period, you will be charged an early termination fee. Early termination fee is calculated at the current monthly rate x remaining months.

### Information About Pricing

#### Monthly charges

Plan	Monthly Fee	Total Minimum cost
Small	\$40	\$960.00
Medium	\$50	\$1200.00
Large	\$60	\$1440.00
X Large	\$70	\$1680.00

All prices are ex GST.

#### Call Charges

Plan	Local calls	National calls	Calls to mobiles*	13/1300	International**
Small	13c each	13c each	25c per minute	44c each	From 5c / minute
Medium	Included	\$0.13 each	25c per minute	44c each	From 5c / minute
Large	Included	Included	15c per minute	44c each	From 5c / minute
X Large	Included	Included	Included	44c each	From 5c / minute

All prices are ex GST.

\*Calls to Australian Mobiles are charged per 30 second block after the first minute.

\*\* International rates vary by destination, full rates at <http://businesstc.com/idd/>. Call charges are assessed with a minimum duration of one minute, and then on a per second basis thereafter.

#### Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

#### Setup fees

There are no setup fees unless we are required to visit site to setup your equipment.

Please refer to our fee for services rates located at <https://businessstc.com/ffs>

#### Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your Plan part way through a billing period.

Your monthly bill generated at the beginning of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

#### Important information about your first bill

When you first start a plan or change your Plan part way through a billing period, your first bill will include your minimum monthly charge in advance.

It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

#### Manage your service online

We will provide you access to our Customer Portal to view your bills online 24 hours a day, 7 days a week.

#### Support

Support is available during business hours - 8:30 am to 5:00 pm Monday to Friday (excluding public holidays).

If you have a fault with your broadband service, please restart your modem prior to contacting us.

Once you have restarted your modem, and your service is still not working, please contact us on 0747595000 or email [support@businessstc.com.au](mailto:support@businessstc.com.au).

Please note: if we find that the fault is with your equipment, fee for service rates will apply.

Our fee for service rates can be found here. [businessstc.com/ffs](https://businessstc.com/ffs)

#### Complaints.

All complaints are to be sent to [accounts@businessstc.com.au](mailto:accounts@businessstc.com.au).

We will respond to your complaint within 7 working days.

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.