



## Critical Information Summary

### Line Rental

#### Information about the Service

This is a Home phone Line rental Plan on the copper network. You can transfer your existing Home Telephone number to VeeTel from your current provider or VeeTel can provide you with a new number.

#### **Inclusions and Exclusions**

This is a residential only Service that includes Home phone line rental and some included Value of \$11.00 on the Standard plan. Does not include priority assistance

#### **Availability**

Veetel's Home phone service will only operate in our suppliers enabled areas and is conditional on our supplier having network coverage. These plans are subject to veetel's Acceptable Use Policy.

#### **Equipment**

Compatible Analogue handset plugged into the phone line.

#### **Minimum term**

Veetel's NBN plans have no minimum commitment. These are month to month..

#### Information about Pricing

Plan:	Basic	Standard
<b>Monthly charge</b>	<b>\$29.95</b>	<b>\$37.95</b>
Local Calls	19.8c	19.8c
National Calls	13.2c p/m	13.2c p/m
Mobile Calls	33c p/m	13.2c p/m
13/1300	44c	44c
\$11.00 Combined Local, National Included Value(Local, National, International and calls to Mobiles)	\$0.0	\$11.00
FlagFall for timed Calls outside the included Value	39c	39c
Monthly charge in the first two months	\$29.95	\$37.95
Monthly charge from third month	\$29.95	\$37.95

International Rate: <https://veetel.com.au/international-rates>



## Additional Costs

### **Telephone line connection costs**

**\$0.00:** If an active Telephone line is transferring from an existing provider to VeeTel.

**\$59.00** Connection Fee: This is when a working telephone socket exists from a previous connection and a technician is not required to visit your property or premises. The connection done at your Local Telephone Exchange.

**\$125.00** connection fee: This is when a working Telephone socket exists from a previous connection and a technician is required to attend the premises to connect.

**\$299.00:** connection Fee: New telephone line connection - a telephone service has not previously been connected at your premises (There may have previously installed cabling to your property or premises and you may be able to hear a dial tone) Telephone line connection with a technician visit with cabling work - a previous telephone service existed at your property or premises and a technician is required to visit your property or premises to install and work on the cabling up to the first socket in the property or premises

## Other Information

**Billing** - VeeTel will bill you for all calls directl this includes local National, International, and calls to mobile. VeeTel will also charge you for additional features used by you for example 1900, 123 Sensis, \*10# and extra service charges you may have had with your previous line rental provider for Example Calling number Display, Call Control, Silent line or Message Bank..etc. The initial month of billing will be pro-rata from the date you join and a month in advance for all Line Rental fee charges. Call charges are only for the month of billing. For Example, The calls you make in May are sent to you on the May Bill around 11th of June and so on.

To obtain your Calls usage please contact VeeTel customer Service on 1300 833 835 during business hours or email [enquiries@veetel.com.au](mailto:enquiries@veetel.com.au)

If you have any concerns about the service we are providing to you, you should contact us immediately:

### **Customer Service Enquiries**

1300 833 835

+61 2 8378 2475 (Outside Australia)

**Email Enquires:** [enquiries@veetel.com.au](mailto:enquiries@veetel.com.au)

**Fax number:** 02 9314 1717 **Postal address:** Locked Bag 9004 Maroubra NSW 2035

If you are not satisfied with our complaint handing process and you have communicated your concerns with a senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

Terms and Conditions: <https://veetel.com.au/terms-and-conditions>