



Critical Information Summary

Information about the Service

Veetel's NBN Home Plans are designed to provide residential Broadband and Home phone VoIP services over the National Broadband Network in Australia.

Inclusions and Exclusions

This is a residential only Service that includes Unlimited Data. It does not include priority assistance or Static IP's. Static IP's can be rented from Veetel pending availability

Availability

Veetel's NBN service will only operate in NBN enabled areas and is conditional on our supplier having network coverage. All plans are available only on direct debit through a nominated Credit Card. These plans are subject to veetel's Acceptable Use Policy.

Equipment

You will need a compatible NBN/VDSL/VoIP Modem router and an Analogue handset for the VoIP phone (plugged into your Modem/Router). Modems can be purchased from Veetel. Veetel's NBN services will work in most situations and support a wide range of devices however, particularly with older equipment based on analogue technology i.e. Medical or back to base alarms, Faxes Machine, etc, are instances of non - compatibility. Please refer to your manufacturer instructions for any compatibility issues or contact Veetel for more information.

Minimum term

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

Information about Pricing

Plan: Typical Evening Speed:	NBN Bundle 1 10mbps*	NBN Bundle 2 10mbps*
Monthly charge	\$49.95	\$59.95
Data Included	Unlimited	Unlimited
Local Calls	Included	Included
National Calls	Included	Included
Mobile Calls	33c p/m	Included
International Call to Selected Destinations	100 mins	200 mins
FlagFall for timed Calls outside the included Value	39c	39c
Monthly charge in the first two months	\$49.95	\$59.95
Monthly charge from third month	\$49.95	\$59.95

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

Selected International Destinations: *Canada, Chile, Croatia, Cyprus, Germany, Greece, India, Italy, Japan, Malta, New Zealand, Peru, Poland, Portugal, Singapore, South Korea, Spain, Taiwan, Turkey and USA.*

Other Costs:

Other Costs	Cost	Description
NBN New Development Fee	\$300.00	Charged on the first invoice
*Static IP	\$1.98 per month	Charged on the first invoice
Modem (inc.delivery+setup)	\$119.00	Charged on the first invoice



Other Information

Typical Evening Speeds

(7pm-11pm local time). For More information refer to the NBN Facts Sheet.

Activation Date

Veetel will rely on the NBN in relation to service activation date and billing charges, irrespective of whether the service is online. It remains the customers' responsibility to connect the service.

Termination Notice

You may request to cancel the NBN service at any time with one month notice

Billing and Payment information

Billing is monthly with the NBN service start date being the beginning of your billing cycle; advanced payment will be charged from the date of activation on your first invoice. Call charges are only for the month of billing e.g. calls that you have made in May are billed in June. All plans are available only on direct debit through a nominated Credit Card. Veetel will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Packs provide exemptions. I.e. Standard Phone Pack is inclusive of Local, National and Bonus Pack is inclusive of Local, National and Mobile calls.

Customer Service Guarantee

Veetel's NBN Bundle/Phone plans are optimised to represent the best possible value and as such, it is a condition in accepting this service that you agree to waive CSG (Customer Service Obligation) as pertaining to NBN Phone service. (Veetel NBN Phone /VoIP services under this clause are designated as a standard Telephony service). For full details of the Telecommunications Act - CSG Click here: <http://www.acma.gov.au> or alternatively, contact Veetel on 1300 833 835. Telephone service during a Power Outage - During a power failure your Veetel NBN phone will not operate nor will you be able to make or receive calls, including emergency calls i.e. 000. Further, Veetel NBN phone plans will not support Priority Assistance. E.g. Medi Alert. If you have a requirement to use an alarm service that is dependent on the availability of the phone service, it is paramount that you consider the provision of a suitable Battery backup unit for use in the event of a power outage. Veetel does not supply a battery backup with the power supply. Further information is available on www.nbnco.com.au/battery

Call and Data Usage Information:

To obtain data and/or call usage or prior invoices contact Veetel customer service on 1300 354 788 during business hours or email

enquiries@veetel.com.au

Veetel Contact Details

1300 833 835; +61 2 8378 2475 (Outside Australia)

Email Enquires: enquiries@veetel.com.au

Fax number: +61 2 9314 1717

Postal address: Veetel TV Pty Ltd, Locked Bag 9004, Maroubra NSW 2035.

Complaint handling

In order to access our internal dispute resolution process. Please contact us at:

enquiries@veetel.com.au Alternatively you can

view our complaint handling process at:

https://veetel.com.au/files/complaint_handling_process.pdf

TIO Contact Details

If you are not satisfied with our complaint handling 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>