



## Critical Information Summary

**\$29.98 Plan**

### **Information about the Service**

This is a residential Home Phone Line Rental plan on the National Broadband Network (NBN).

**Equipment:** A Standard analogue Telephone handset to be plugged into one of the UN-V ports of NBN's Network Termination Device (NTD). This plan requires direct Long Distance calls to be preselected with VeeTel.

**Minimum plan Commitment:** No commitment month to month

**Inclusions:** Home Phone Line Rental

**Exclusions:** The plan excludes any calls. It can be offered providing NBN being enabled in your area, our supplier having network coverage. Please note in case of a power outage your home phone Telephone service may not function as the NBN service is connected to a Power supply. The provided backup battery will work up to 4 hours.

### **Information about Pricing**

- Minimum monthly charge \$29.98 per month.

#### Call Rates:

- Local calls: 2.2 cents per minute
- National calls: 4.4c per minute
- Calls to Mobiles in Australia: 18 cents per minute.
- 13/1300 numbers: 44 cents per call.
- A standard connection fee of 38.5 cents applies for international calls that are not included.
- International Rates <http://veetel.com.au/nbn-international-rates.html>

#### **Additional Costs**

VeeTel will bill you for all calls directly for calls including Local, National, International, and calls to mobile. VeeTel will also charge you for additional features used by you for example Chat Services, 1900, 123 Sensis..etc. The initial month of billing will be pro-rata from the date you join and a month in advance for all Home Phone 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.

## **Other Information**

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)

Payment for the plan must be made by due date. If invoices are not paid by the due date VeeTel reserves the right to cancel the service without notification.

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 9344 1600 (Outside Australia)

**Email Enquires**

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

**Fax number**

02 9314 1717

**Postal address**

VeeTel Pty Ltd  
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.

The full terms and conditions for this service are available at <http://veetel.com.au/terms-and-conditions.html>