



Critical Information Summary

\$49.95 Plan

Information about the Service

This is a residential Home Phone Line Rental plan on the National Broadband Network (NBN) that includes local and National calls

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, Local and National Calls.

Exclusions: The plan excludes Calls to Mobiles any other calls besides Local and National. It can be offered providing NBN being enabled in your area and our supplier having network coverage. This plan is subject VeeTel's Acceptable use Policy
http://veetel.com.au/files/veetel_acceptable_use_policy.pdf

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 \$49.95 per month.

Call Rates:

- Local calls: Included
- National calls: Included
- Calls to Mobiles in Australia: 18 cents per minute.
- 13/1300 numbers: 44 cents per call.
- A standard connection fee of 38.5 cents applied to timed calls
- 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

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

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>