



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 - Optional Included **or** Unlimited Data and VoIP Phone.

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

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 at a charge of **\$169.00 including GST. Incompatible Equipment** - Veetel's NBN service will work in most situations, 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 - The Home NBN plans have no minimum commitment. These are month to month.

Information about Pricing

Plans	*Value 12	*Premium 25	Family 50	Fixed Wireless Plus	Fast 100
Typical Evening Speed (download/upload)	10/0.8 Mbps	21/3.7 Mbps	43/15 Mbps	41.2/13 Mbps	82/15 Mbps
Data Included	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum cost per month for First 3 months	\$39.95	\$49.95	\$59.95	\$59.95	\$79.95
Minimum cost per month from Month 4	\$49.95	\$59.95	\$69.95	\$69.95	\$89.95

Promotional Pricing: This applies to New Customers only. This plan comes with a promotional monthly price providing a \$10 discount per month for the first 3 (three) months of connection only; after which, the price goes back to the standard price as shown in the table above. All Plans will be charged via direct debit to your nominated card, unless cancelled in writing. Once we have begun setting up your NBN service, the order cannot be withdrawn without charge.

For the full list of our Terms and conditions please visit our website: www.veetel.com.au

Optional NBN Phone Packs

Phone Plan	Basic	Standard	Bonus
Monthly Charge	\$0.0	\$9.95	\$19.95
Local Calls	20c	Included	Included
National Calls	20c p/m	Included	Included
Mobile Calls	33c p/m	33c p/m	Included

13/1300 numbers: 35 cents per call.

International Call rates can be viewed at

<https://veetel.com.au/files/International-rates-on-nbn.pdf>

Mobile Calls are only Australian Mobiles.

Flagfall fee of 39 cents applies for all timed calls except included calls.



NBN Development Charge - As of 1st April 2016, NBN Co has implemented a Development charge of \$300.inc GST for new sites that they are classify as "New Development. Veetel, during the provisioning process will advise you of your site classification and you will have the option to proceed with the order.

Billing information - Veetel will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Packs provides exemptions. I.e. Standard Phone Pack is inclusive of Local, National and Bonus Pack is inclusive of Local, National and Mobile calls. The first Billing invoice will be a pro-rata from the date that you joined Veetel and a month in advance for all NBN plan charges. Call charges are only for the month of billing. Eg The calls that you have made in May are sent to you in June. All plans are available only on direct debit through a nominated Credit Card. VeeTel Pty Ltd will rely on the NBN activation date 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

Other Information

***Typical Evening Speeds** (7pm-11pm local time). Actual speeds may be slower and vary due to numerous factors including Access Method particularly Fibre to the Node/Building and Fixed Wireless.

Customer Service Guarantee Veetel NBN Bundle/Phone plans are optimise 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, call contact Veetel Sales on 1300 354 788. **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 dependant 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

To obtain data on your Call usage prior invoices contact Veetel customer Service on 1300 833 835 during business hours or email enquiries@Veetel.com.au

If you have any concerns about the service we are providing to you, please contact us at your convenience.

How to contact Veetel - Veetel's call centre, we are available six days a week during the following hours: Mon-Fri 9:00am-7:00pm, Sat 10am-3pm. Sun Closed.

Customer Service Enquiries: 1300 833 835, +61 2 8378 2475 (Outside Australia). **Email Enquires** enquiries@Veetel.com.au **Fax number:** +61 2 9314 1717

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

TIO Contact Details - 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.