



## 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. Veetel Services are Subject to Fair Use Policy as stated the Veetel Standard Terms and Conditions

#### 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 and are subject to credit assessment.

#### 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 and are non refundable.

### Information about pricing

Plans	Value 12	Premium 25	Family 50	Fast 100/40
Typical Evening Speed (download/upload)	12/0.8 Mbps	25/8 Mbps	50/17 Mbps	97/34 Mbps
Data Included	Unlimited	Unlimited	Unlimited	Unlimited
*Minimum cost per month for First 3 Months	\$39.95	\$49.95	\$59.95	\$79.95
Minimum cost per month from Month 7	\$52.90	\$59.95	\$73.90	\$89.95

\*Promotional Pricing: This applies to new customers connecting for the first time only. Customers and or householders previously connected with Veetel at any address are not eligible for promotional pricing.

**Typical Evening Speed:** (7pm-11pm local time). For More information refer to the NBN Facts Sheet.

Optional NBN Phone Packs			
Phone Plan	Basic	Standard	Bonus
Monthly Charge	\$3.30	\$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 <a href="https://veetel.com.au/files/International-rates-on-nbn.pdf">https://veetel.com.au/files/International-rates-on-nbn.pdf</a> Mobile Calls are only Australian Mobiles. Flagfall fee of 39 cents applies for all timed calls except included calls.			

### Other Costs



Other Costs	Cost	Description
NBN New Development Fee	\$300.00	Charged Upfront on the Nominated Credit Card (If Applicable)
Modem (inc delivery)	\$219.00	Charged Upfront on the Nominated Credit Card (If ordered)
Late Payment Fee	\$10.00	If payment is not received by the due date
*Static IP	\$5.50	Charged monthly on the Nominated Credit Card (If requested)
Paper Bill Processing Fee	\$3.96	Charged monthly on the Nominated Credit Card (If requested)

\*Static IPs are limited and may not be available on all plans.

### Other Information

**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 by providing a minimum 30 day notice. All plans are non refundable.

**Billing and Payment Information:** Billing is monthly with the NBN service start date being the beginning of your billing cycle. The first bill charges pro rata to the end of the month of activation plus the following month; thereafter, an advanced monthly charge applies to all subsequent invoices. Advanced payment also applies to Other Costs (see table above). 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 (CSG):** 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 as pertaining to NBN Phone service. Phone services under this clause are designated as a standard Telephony service. By waiving your protection and rights you agree that you are not able to make a claim to veetel for compensation where the standards have not been met.

The protection and rights you agree to waive include:

Damages for breach of performance standards, Timeframes to connect a service and to fix faults or service difficulties under the CSG Standard; and performance standards relating to customer appointments under the CSG Standard. The waiver starts the first day you sign up to veetel and

accepted, Critical Information Summary, Terms/Conditions and CSG Standard waiver form

For full details of the Telecommunications Act - CSG Click here: <http://www.acma.gov.au> or alternatively, contact Veetel on 1300833835. 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](http://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 1300833835 during business hours or email [enquiries@veetel.com.au](mailto:enquiries@veetel.com.au)

### Veetel Contact Details

1300 833 835  
Email Enquires: [enquiries@veetel.com.au](mailto:enquiries@veetel.com.au)  
Postal address: Veetel Pty Ltd, Locked Bag 9004, Maroubra NSW 2035.

### Complaint handling

Our complaint handling process can be viewed at: [https://veetel.com.au/files/complaint\\_handling\\_process.pdf](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/>