

# AusBBS CRITICAL INFORMATION SUMMARY

## Phone - Residential



### INFORMATION ABOUT THE SERVICE

AusBBS Phone allows you make and receive phone calls over a range of technologies including;

1. NBN Optical fibre – NBN UNI-V
2. Optical Fibre on selected private estate networks – Fibre Estate Phone
3. VoIP over the top of any internet connection – VoIP Phone
4. PSTN

### Requirements & availability

NBN UNI-V Phone is only available to those within an active NBN fibre service area. Fibre Estate Phone is only available in selected private estates that are also connected to the AusBBS network. VoIP Phone is available over the top of any Internet connection including ADSL and NBN Wireless connections. PSTN phone using Telstra lines is also available through AusBBS.

For NBN UNI-V Phone and Fibre Estate Phone standard analogue and digital handsets can be used. For VoIP Phone you will need either a voice converter (sometimes referred to as an ATA) to use an analogue handset, or and IP phone. If you don't already have one, AusBBS can sell you a suitable device at an additional cost.

### INFORMATION ABOUT PRICING

#### Monthly Charges

There are a range of AusBBS NBN Phone plans with differing inclusions. Each plan has a standard monthly price.

| AUSBBS – VoIP & Estate PHONE FEES |  |                     |                 |
|-----------------------------------|--|---------------------|-----------------|
| Plan Name                         | Description  | Total Minimum Price |                 |
|                                   |  | Monthly Fee         | Casual Contract |
| Phone Starter                     | 10c national calls, 27c/min mobile                               | \$ 9.95             | \$ 58.95        |
| Phone National                    | Free national calls, 22c/min mobile                              | \$ 14.95            | \$ 63.95        |
| Phone Home Plus                   | Free national calls, 22c/min mobile, 8 countries free            | \$ 19.95            | \$ 68.95        |
| Phone Asia Unlimited              | Free national calls, 22c/min mobile, 7 Asian territories inc Mob | \$ 19.95            | \$ 68.95        |
| Phone Unlimited                   | Free national calls, 0c/min mobile, 16 countries free            | \$ 39.95            | \$ 88.95        |

| VoIP and ESTATE PHONE SETUP FEES |         |
|----------------------------------|---------|
| Casual                           | \$49.00 |

| PSTN STANDARD RATES      |             |
|--------------------------|-------------|
| Description              | Charges     |
| Rental (PSTN Standalone) | \$29.95/mo  |
| Local                    | 20c untimed |
| National                 | 20c untimed |
| Mobile                   | 27c/min     |



| <b>ALL PHONE PLANS - Special Services Rates</b> |                        |                     |
|---|------------------------|---------------------|
| <b>Charge Type</b>                              | <b>Flagfall Charge</b> | <b>Timed Charge</b> |
| Emergency Calls                                 | \$0.00                 |                     |
| Calls to 1800 Service                           | \$0.00                 |                     |
| Calls to 180 Service                            | \$0.00                 |                     |
| Calls to 1300 Service                           | \$0.35                 |                     |
| Calls to 130 Service                            | \$0.35                 |                     |
| Calls to 13 Service                             | \$0.35                 |                     |
| Community Service - Dial Before You Dig         | \$0.22                 |                     |
| Calling Card Service                            | \$0.00                 |                     |
| Data Access Service                             | \$0.22                 |                     |
| Telstra Prepaid Support                         | \$0.33                 |                     |
| NAB Fax   | \$0.55                 |                     |
| National Bank service                           | \$0.55                 |                     |
| Satellite Telephone Service - Optus             | \$0.22                 | \$0.018/min         |
| Satellite Telephone Service - Telstra           | \$0.40                 | \$0.006/min         |
| Telstra Call Connect                            | \$1.21                 | \$0.050/min         |
| Telstra Msg Bank - Away Retrieval               | \$0.22                 |                     |

See the full list of international rates: <https://www.southernphone.com.au>

**Early Termination Charge**

If you terminate any phone contract before the end of its term there will be a once off termination fee of \$15.

**Phone Porting**

Phone number porting is available for a once off fee of \$29.95. Where you want to transfer your existing phone number to AusBBS we will first activate your service with a new number and charging will commence from the date of activation. Next your phone number will be transferred subject to AusBBS suppliers having porting arrangements in place with you current phone number provider. Note we cannot guarantee that all numbers can be ported. If a number cannot be transferred your porting fee of \$29.95 will be refunded.

**OTHER INFORMATION**

**Usage Information**

Log in Southern Phone <https://www.southernphone.com.au>

**Customer Service Contact Details**

For customer service please call us on 13 14 64.

**Dispute Resolution Process**

If you have a problem or complaint about your service please call us on 13 14 64.

**Telecommunications Industry Ombudsman**

If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit: [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)