

Critical Information Summary

Amnet Voiced (Residential VoIP Service)

amnet
BROADBAND



Support: 1300 882 232
Mon-Fri: 6am-9pm
Sat-Sun-Pub: 8am-8pm

Information About The Service

General

Amnet Voiced allows you to make and receive phone calls using the supplied handset and your Amnet Broadband connection. This is a residential product using Voice over Internet Protocol (VoIP) and is not intended for business use, or to replace critical communications systems.

As the service is dependent on the stability of your DSL connection, which can be negatively impacted by circumstances outside of Amnet's control, it is a best effort service only and availability and 100% uptime is not guaranteed.

We recommend that you have an alternative telecommunications service available such as mobile, fixed line or satellite telephone connection should you require contact to emergency services.

Back to Base Alarm Systems (Security or Medical), Pay TV Subscription Services, or other Services dependent on a PSTN telephone service are not transferable to your Amnet Voiced Service.

You will be provided a new Direct In Dial Phone Number (DID) for use with your Amnet Voiced service at no charge. Any DID you currently hold may not be suitable for transfer to Amnet Voiced (for example: Spectrum Sharing Services). In instances that transfer of current DID is possible, a charge of \$150 applies should you wish to port an existing number to Amnet Voiced.

Minimum Term

Amnet VoIP is available on a minimum term of 12 months. A minimum of 30 days' notice applies for cancellation outside of the minimum term.

Requirements & Availability

You will be provided with a free Amnet Yealink Wireless Handset and you are required to use that handset to connect your VoIP service. A modem/router with an available (spare) Ethernet port will be required to connect the handset base station. A VoIP enabled modem or ATA is not required for operation of the service. VoIP devices other than the supplied Amnet VoIP Handset are not compatible for use on the Amnet Voiced VoIP Network. An active DSL or NBN service with Amnet is also required.

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Information About Pricing

Monthly Charge

Amnet offers 1 VoIP plan, inclusive of local, regional and national calls and a free handset. Included calls are subject to Amnet Customer Relationship Agreement (<http://amnet.com.au/legal/customer-relationship-agreement>) and the Amnet Voiced Fair Use Policy (<http://amnet.com.au/legal/voiced-fair-use>).

Amnet Residential VoIP - \$12 p/m (inc. GST)

The Total Minimum cost of the service over 12 month contract term is \$144.

The Total Maximum cost of the service over 12 month contract term is \$144, plus the cost of any calls made and/or additional features purchased.

Call Charges (inc. GST)

Local	Included
Regional	Included
National	Included
Australian Mobiles (within Australia)	25c/min
International Calls	from 5c/min
1300 & 13 numbers	30c untimed

International Calls

For a full list of International call rates, visit www.amnet.com.au/voiced/international-rates.

Data Charges

Using your Amnet VoIP service over your Amnet internet connection consumes part of your monthly data allowance whilst a call is in progress (approx. 28Mb per 1 hour call). Simultaneously utilising high levels of your DSL bandwidth whilst making a VoIP call may impact the quality of your VoIP service.

Data charges are independent of your Amnet Voiced Service and not included in the monthly subscription charge.

Your Amnet VoIP service will continue to work if your DSL account is shaped.

Invoicing

Amnet VoIP requires a valid credit card or direct debit authority. Subscriptions are post-paid, 1 month in arrears via Direct Debit or Credit Card. The first and last months may be billed on a pro-rata basis.

Set Up, Delivery & Support Fees

There are no set up or delivery fees. Over-the-Phone support is provided by Amnet at no charge.

Any cabling or equipment that is required in your premises, independent of equipment supplied by Amnet, is at your own cost and is your responsibility.

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Early Termination Charges

Amnet Voiced is available on a minimum term of 12 months.

A break fee equal to remaining months of original contract x \$12 is applied should you cancel the service within the contracted period.

$$12 \text{ Months} - \text{Completed Months} \times \$12 \text{ Monthly Fee} + \text{Outstanding Call Charges} = \text{Break Fee}$$

For example;

Cancelling your Amnet Voiced service 8 months into your original 12 month contract will result in a break fee of \$48 + any outstanding call charges.

Amnet is unable to offer support or assistance in configuring supplied hardware for use with any other supplier.

Your Amnet VoIP contract is independent of any other Amnet products on your account (DSL, Hosting etc).

Cancellation of your Amnet VoIP service will not cancel or end service of other Amnet products/services, however cancellation of your Amnet DSL account will result in termination of your Amnet VoIP service.

Cancellation of other contracted products may also incur break fees as outlined in each product's particular Critical Information Summary.

Other Information

Usage

Amnet Voiced VoIP members can view their recent & outgoing call history as well as current and previous invoices at: <https://myaccount.amnet.com.au/ClientLogin.aspx>.

Fair Use Policy

Amnet Voiced is intended for use by Residential customers only. Should you require a business grade telephony product please contact us on 1800 428 428. Use of Amnet Voiced is subject to our Fair Use Policy available from <http://amnet.com.au/legal/voiced-fair-use>.

If your use of Amnet VoIP is found to be excessive or unreasonable, we will contact you by phone or email using the contact details you have provided to us to suggest more appropriate telephony products, or ask you to curtail usage.

If after contacting you, your usage continues to be excessive or at an unreasonable level, we may charge you for calls at the rates below:

Local	5c/min
Regional	5c/min
National	5c/min

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Complaints and the Telecommunications Industry Ombudsman

Complaints

At any time you are unhappy with the service, you can follow the escalation process outlined at: www.amnet.com.au/legal/complaint-handling-policy.

Telecommunications Industry Ombudsman

If an Amnet member is dissatisfied with the outcome of a complaint after following the above process, the member may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.