

# Critical Information Summary

## Amnet NBN with Voiced



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

## Information About The Service

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### Amnet NBN

The NBN (National Broadband Network) is the next generation of high-speed broadband internet, delivering up to 100Mbps to homes and businesses across Australia using a combination of fibre, fixed wireless and satellite technologies. The Amnet NBN Service is only available to customers in NBN-connected areas and where Amnet has available infrastructure. To find out if Amnet NBN is available at your premises, please call Amnet Sales on 1300 882 232.

### Amnet Voiced (Residential VoIP Service)

Amnet Voiced allows you to make and receive phone calls using the supplied handset and your Amnet Broadband connection. VoIP devices other than the supplied Handset are not compatible for use with Amnet Voiced. A modem/router with an available (spare) Ethernet port is required to connect the handset base station. A VoIP enabled modem or ATA is not required for operation of the service.

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 broadband 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 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 your current DID is possible, a charge of \$150 applies should you wish to port an existing number to Amnet Voiced.

You will also be provided with a free Amnet Yealink Wireless Handset and you are required to use that handset to connect to you VoIP service.

### Minimum Term

Amnet offers contracts that include no minimum term and a 24 month minimum term. The 24 month contract is subject to the cancellation fee outlined in the Amnet NBN Contracts Table, should cancellation take place within the contracted period. All contracts require a minimum 30 days' notice for cancellation.

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## Information about Charges

### Charges for Amnet NBN with Voiced

There are twelve plan options for the Amnet NBN Fibre Broadband and Voiced service. All plans are payable 30 days in advance and require billing via Direct Debit or Credit Card.

Speed (Down/Up Mbps)*	Monthly Included Data	Max & Min Monthly Charge	Total Min Cost (No-Fixed Term)	Total Min Cost (24 Months)	Unit cost (per GB)
12/1	100GB	\$50.00	\$130.00	\$1200.00	\$0.50
12/1	250GB	\$60.00	\$140.00	\$1440.00	\$0.24
12/1	500GB	\$70.00	\$150.00	\$1680.00	\$0.14
25/5	100GB	\$60.00	\$140.00	\$1440.00	\$0.60
25/5	250GB	\$70.00	\$150.00	\$1680.00	\$0.28
25/5	500GB	\$80.00	\$160.00	\$1920.00	\$0.16
50/20	100GB	\$80.00	\$160.00	\$1920.00	\$0.80
50/20	250GB	\$90.00	\$170.00	\$2160.00	\$0.36
50/20	500GB	\$100.00	\$180.00	\$2400.00	\$0.20
100/40	100GB	\$100.00	\$180.00	\$2400.00	\$1.00
100/40	250GB	\$110.00	\$190.00	\$2640.00	\$0.44
100/40	500GB	\$120.00	\$200.00	\$2880.00	\$0.24

\*Throughput speed will be lower than the maximum attainable and will vary due to factors including, but not limited to;

- NBN capacity and number of users simultaneously using the interconnecting infrastructure;
- Your equipment including network hardware of your devices;
- The capacity of your home network, including WIFI strength, router quality and any internal Ethernet cabling; and
- The number of users at your premises simultaneously using the connection, or any devices downloading data as a background task.

### Amnet Voiced Call Charges

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>).

Local calls	Included
Regional/National calls	Included
Australian Mobile calls (within Australia)	25c/min
International calls	From 5c/min
1300 & 13 Numbers	30c untimed
1300 & 13 numbers	30c untimed

### International Calls

For a full list of International call rates, visit [www.amnet.com.au/voiced/international-rates](http://www.amnet.com.au/voiced/international-rates).

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## Setup and Cancellation

The following setup and cancellation fees apply.

Contract Length	Setup Fee	Cancellation Fee
24 Months	Free	\$200
0 Months	\$149	N/A

If you end your contract with us, you are required to provide 30 days' notice in writing. You will be charged for using the service until the contract ends (eg. 30 day notice period). If it is possible to port your current DID to the Amnet Voiced service and you wish to do so, a charge of \$150 applies.

## Usage Information

### Data Usage

Data usage is counted month to month and includes all downloaded and uploaded data. 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)

### Excess Usage

There will be no additional cost if the monthly data usage allowance has been exceeded. Once quota for the month has been exceeded, the connection will be shaped down to 256kbps for the remainder of that month.

### Usage Information & Call Logs

Data usage information including incoming and outgoing call history as well as current and previous invoices can be viewed at: <https://myaccount.amnet.com.au/ClientLogin.aspx>.

### Fair Use

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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## Contact Information

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### Customer Service Contact Details

<b>Support</b>	1300 882 232	support@amnet.com.au
<b>Accounts</b>	1300 882 232	accounts@amnet.com.au
<b>Provisioning</b>	1300 882 232	dslprov@amnet.com.au
<b>Sales</b>	1300 882 232	sales@amnet.com.au

As well as the contact information listed above, Amnet customers can also log customer service requests at:  
<https://myaccount.amnet.com.au/ClientLogin.aspx>.

## Complaints Process

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If at any time you are dissatisfied with the service, you can follow the escalation process outlined at:  
[www.amnet.com.au/legal/complaint-handling-policy](http://www.amnet.com.au/legal/complaint-handling-policy).

## Telecommunications Industry Ombudsman

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