

Critical Information Summary

- Personal Prepaid VoIP



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Personal Prepaid VoIP service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Personal Prepaid VoIP is a prepaid Voice over IP (VoIP) service which allows customers to make phone calls via a broadband Internet connection. The service is intended for use by residential customers and requires a suitable broadband Internet connection as well as compatible hardware or software. This product is not required to be bundled with any other OntheNet product.

The service includes:

- A maximum of two lines (SIP trunks)
- A maximum of two simultaneous outbound calls per line
- A maximum of one Direct in-Dial (DID) number per service

The service is offered on a prepaid basis with top up by credit card only. Call credit must be topped up at least once every 12 months (\$20 minimum). Any unused call credit expires 12 months from the date of the last top up.

Call waiting, incoming caller ID, call hold/resume and voicemail are not included however equipment used with the service may provide these features. The service does not include Priority Assistance Service for life threatening medical conditions and calls cannot be made to 1900 numbers. Any calls made that exceed two (2) hours shall be automatically terminated without notice or warning.

OntheNet propose that you waive your Customer Service Guarantee (CSG) protection and rights in full as described on the OntheNet website www.onthenet.com.au/csg-waiver. You are not obliged to waive your protection and rights however OntheNet may choose not to supply the service if you do not agree to waive your protection and rights in full. By waiving your protection and rights you agree that you are not able to make a claim to OntheNet for compensation where the CSG standards have not been met.

Direct In-Dial (DID) Numbers

A Direct In-Dial (DID) number is required to be able to receive calls. The Customer may only have one Direct in-Dial (DID) number per service.

If the customer has an existing number they may be able to port it to OntheNet. Fees apply for porting and the ongoing supply of a ported number which are outlined overleaf. The customer must have an active Personal Prepaid VoIP service before porting can be actioned.

Alternatively, the customer can request a new DID number from a region of their choice however OntheNet may not be able to provide numbers for every region. A new number is provided free of charge. If the region chosen is not the region the customer is located in then the customer will have an Out of Area number. An Out of Area number may not be able to be ported to another service provider in the future and calls to or from the number will be charged as if the customer is located in the region identified by the number and not the region the customer is actually located in.

Minimum Term - There is no minimum contract term.

Hardware - Compatible hardware and/or software is required to use the service. Hardware can be purchased from OntheNet as an optional extra.

Information About Pricing

When the service is first provisioned a \$20 payment for \$20 call credit is processed. When the call credit balance drops below \$5, the call credit will be automatically topped up with a further \$20 using the nominated credit card held on file.

The customer can disable automatic top-ups, increase the top-up amount or manually top-up the call credit via the OntheNet Toolbox. Call credit must be topped up at least once every 12 months.

Call Rates - A full list of call rates can be viewed online at www.onthenet.com.au/personal-prepaid-voip. No flagfall is charged. All timed calls will be charged in per second increments.



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Direct In-Dial (DID) Numbers - If required, a new DID is provided free of charge. If porting an existing number to OntheNet the following charges are applicable.

Number Porting Fee	\$20 per attempt
Annual Ported DID Fee	\$15 per annum

Establishment Fee - There is no establishment fee other than the initial \$20 payment for \$20 call credit.

Early Termination Fee - There is no early termination fee. Upon cancellation of the service or expiry of call credit (after 12 months), any remaining call credit is forfeited.

Billing - All invoices are available via the OntheNet Toolbox <http://toolbox.onthenet.com.au>.

Minimum Total Contract Price - \$20. A minimum of \$20 call credit is required which expires in 12 months unless a top up occurs.

All prices include GST and are shown in AUD.

Other Information

Usage - Customers can view details of their Personal Prepaid VoIP service, including call records, online via the OntheNet Toolbox <http://toolbox.onthenet.com.au>

Customer Service - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation www.onthenet.com.au/contact-us

Complaints and Disputes - If you are dissatisfied with the service you have received and wish to lodge a complaint please email feedback@onthenet.com.au or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website www.onthenet.com.au/policies

Telecommunications Industry Ombudsman (TIO) - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at www.tio.com.au