

# CRITICAL INFORMATION SUMMARY



National/Mobile X VoIP

## **Information About The Service**

The *National/Mobile X VoIP* service is a best-effort residential voice service delivered as a SIP Trunk to a customer "VoIP Device". Once activated, it allows for inbound and outbound calls to available calling destinations.

This service is not for business use/business customers. There is a limit of 1 service per premises.

### **Service Availability**

*National/Mobile X VoIP* is only available to Future Broadband residential customers who have ordered and activated a data service.

### **Equipment Required**

The customer is responsible for sourcing equipment and configuration of Customer Premises Equipment ("CPE") also known as the "VoIP Device".

Future Broadband also offers to sell to the customer equipment and optional pre-configuration services as per the hardware available at time of order, however the customer is under no obligation to use or purchase the devices or configuration.

### **Minimum Term**

Plans are on a **0 month** contract and a \$0 activation fee.

### **Included Features**

- 1 Voice Channel
- 1 Extension
- 1 Voicemail Inbox
- 1 Phone Number

### **What is not included**

- Your plan does not include calls to 13/1300 numbers, international calls and premium service numbers. Charges to these services will apply and are outlined below.
- Number Porting - \$20 (rejection fees may also apply)
- Divert to any destination

### **Customer Service Contact Details**

Our website has contact details - email, telephone and online forms <https://futurebroadband.com.au/contact>

### **Dispute Resolution Process**

If you have a complaint, dispute or are unsatisfied with your interactions with us, please let us know. You can lodge a complaint by emailing [feedback@futurebroadband.com.au](mailto:feedback@futurebroadband.com.au) Full details of our complaint handling process is located at <https://futurebroadband.com.au/complaints>

### **Telecommunications Industry Ombudsman**

If you are not satisfied with how your complaint has been handled by Future Broadband, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us/](http://www.tio.com.au/about-us/contact-us/)

## **Installation**

An Email is sent to the customer with the configuration details required for connection.

## **Information About Pricing**

Your Minimum Monthly Charge **\$20.00**

### **Standard Charges**

Local Calls Included  
National Calls Included  
Australian Mobile Included  
1300 Numbers \$0.35 Per call.

**International** – Various – see <https://futurebroadband.com.au/idd>

No Early Termination Charges Apply

Future Broadband VoIP services are month-to-month there are no early termination charges. The total minimum amount that you will pay is \$10.00

## **Other Information**

### **Paying for your service**

Payment is per the terms of the main "performance nbn" plan selected.

### **Usage Information**

Currently usage information can be obtained using the online customer portal.

### **Optional Phone Services**

These VoIP Voice services do not provide priority assistance and are dependent on your internet service to function.

If your internet service is unavailable and the phone cannot connect, you won't be able to dial 000.

For Priority Assistance services we recommend you contact Telstra. For full conditions of phone services please view the phone service critical information summary on our website.

