



Critical Information Summary

Activ8me Fibre Phone Line

Information about the Service

The Fibre Phone Line (Uni-V) is an alternative landline service which allows you to make and receive phone calls via the Fibre Network Termination Device (Modem) installed in your home.

Availability

Activ8me Fibre Phone Line is only available in certain Fibre service areas.

Minimum Term

The Activ8me Fibre Phone Line is available on 0, 12 and 24 month contract terms.

Equipment Needs

A compatible analogue handset is required to use this service. If you do not own a compatible handset one will have to be purchased from a local retailer.

The service is provided on a self-install basis. You will need to plug in the hardware and/or telephone yourself. If a technician is required you will need to arrange this yourself. Priority Assistance is not available with this Service. You should not use or rely on the service for medical alarms, security alarms, mission critical applications, or use outside the parameters of the Eligibility Criteria.

Activ8me Acceptable Use Policy

The acceptable use policy sets out the rules and guidelines relating to the use of your telephone service. The Activ8me acceptable use policy is available on our website www.activ8me.net.au.

Information about Pricing

Rates	Fibre Phone Basic	Fibre Phone National Pack	Fibre Phone Mobile Pack
Price per month	\$5	\$10	\$20
Local Call (per call)	\$0.11	\$0.00	\$0.00
National Call (per call)	\$0.17	\$0.00	\$0.00
Mobile Call (per min)	\$0.25	\$0.25	\$0.00
Mobile Call Connection Fee	\$0.38	\$0.38	\$0.00
Cost of making standard 2 min National Mobile call	\$0.88	\$0.88	\$0
International Call	From \$0.06 per min	From \$0.06 per min	From \$0.06 per min
International Call Connection Fee	\$0.38	\$0.38	\$0.38
13/1300 Call	\$0.38	\$0.38	\$0.38
Keep Your Existing Number (One Off Fee)	\$30	\$30	\$30
Early Termination Fee (Contract Terms Only)	\$69.95	\$69.95	\$69.95

Total Minimum Cost (0 month contract): \$5.00 (Basic Plan), \$10 (National Pack Plan), \$20 (Mobile Pack Plan) plus any call charges not included in with each plan.

Total Minimum Cost (12 month contract): \$60.00 (Basic Plan), \$120 (National Pack Plan), \$240 (Mobile Pack Plan) plus any call charges not included in with each plan.

Total Minimum Cost (24 month contract): \$120.00 (Basic Plan), \$240 (National Pack Plan), \$480 (Mobile Pack Plan) plus any call charges not included in with each plan.

Other Information

Usage Information

Telephone call usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document. Telephone call usage must be for residential use only and may not be used for commercial purposes. A record of your usage can be viewed by logging into the **'My Account'** section of the website. Call usage data can take up to 24 hours to update.

Customer Service

Sales	Technical Support
13 22 88	1300 760 219
sales@activ8.net.au	support@activ8.net.au

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au.

A complaint can be lodged via **Phone: 1300 760 219**, **Email: complaints@activ8.net.au**, **Fax: 03 9456 9753** or **Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.**

Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only the full terms and conditions for this plan are available at www.activ8me.net.au.