



# Critical Information Summary

## Internet Phone Service

### Information about the Service

The Internet phone service (VoIP) allows you to make and receive calls via your internet connection.

#### Availability

Available to customers who have an Activ8me broadband service.

#### Minimum Term

The Activ8me Internet Phone Service is available on a 0 or 12 month plan term.

#### Equipment Needs

Activ8me's VoIP ATA (Analogue Telephone Adapter) equipment must be used with this product. An ATA can be purchased from Activ8me for \$95 or will be provided for \$0 if a Mobile Pack plan on a 12 month contract term is selected.

The ATA equipment comes with telephone technical support and a 12 month equipment warranty. A \$15 equipment delivery fee applies.

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.

Internet Phone Service (VoIP) will not work during a power outage and you will need to rely on an alternative service such as a mobile phone or landline to make telephone calls including emergency calls. 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](http://www.activ8me.net.au).

### Information about Pricing

Rates	Basic Call Pack	National Call Pack	Mobile Call 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

<b>International Call Connection Fee</b>	\$0.38	\$0.38	\$0.38
<b>13/1300 Call</b>	\$0.38	\$0.38	\$0.38
<b>Keep Your Existing Number (One Off Fee)</b>	\$30	\$30	\$30
<b>Early Termination Fee (Contract Terms Only)</b>	\$69.95	\$69.95	\$69.95

**Total Minimum Plan 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 Plan 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.

## Other Information

### Usage Information

Telephone call usage is subject to the Activ8me Acceptable Use Policy. Visit [www.activ8me.net.au](http://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
<a href="mailto:sales@activ8.net.au">sales@activ8.net.au</a>	<a href="mailto:support@activ8.net.au">support@activ8.net.au</a>

### Complaints Handling

The Activ8me Complaints Handling policy is available on our website [www.activ8me.net.au](http://www.activ8me.net.au).

A complaint can be lodged via **Phone: 1300 760 219, Email: [complaints@activ8.net.au](mailto: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](http://www.activ8me.net.au).**