

Critical Information Summary

Internet Phone (National Pack) - (no fixed term)



Information about the Service

VOIP is a voice service delivered over internet protocol

Plan Description

Internet Phone (National Pack)

Inclusions

All plans include inbound calls and Australian-based phone support

Minimum Monthly Charge

The minimum monthly charge is \$10.00 plus any optional features

Maximum Monthly Charge

The maximum monthly charge payable is calculated as the minimum monthly charge payable plus any call or service charges

Minimum term length

The minimum term is 30 Days

If you request termination early, we will process your request in 30 days and apply the early termination charge

Maximum Charge payable for early termination

\$0.00

This amount is charged regardless of when the cancelation occurs during the minimum term

Other Information

Connection Fees

\$0.00

Bundling

The offer is only available as a bundle with a broadband service.

Mandatory Components

There are no mandatory components.

Requirements and Availability

The phone service is only available to customers in eligible service areas that Activ8me can service. You will require an internet service to operate this.

Equipment Requirements

Activ8me do not include a voip capable router as part of this service. You may bring your own VOIP-ready router or separately purchase an VOIP ready wireless router from Activ8me. Activ8me supplied equipment is entitled to full technical support and a 12-month equipment warranty. A \$15 delivery charge applies to equipment delivery.

Exclusion

Call charges are additional, and outlined in the section below

Call Charges

Local Call (untimed)	\$0.00
National Call Flag Fall	\$0.00
National Call per min	\$0.00
National Call Cap (first 30 mins)	Not Applicable
Mobile Call per min	\$0.25
Mobile Call Cap (first 15 mins)	Not Applicable
Mobile Call Flag Fall	\$0.38
International Call	Please see our website for pricing
International Call Flag Fall	\$0.38
13/1300 Call	\$0.38
Phone Number Port (Transfer) Fee	\$0

Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at www.activ8me.net.au. Usage information can take up to 72 hours to update.

Visit www.activ8me.net.au to view the policy document.

Customer Service

Sales

Call 13 22 88
sales@activ8.net.au

Technical Support

Call 13 22 88
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.