

# CRITICAL INFORMATION SUMMARY

## HOME PHONE



### INFORMATION ABOUT THE SERVICE

	Home Phone	Home Phone Unlimited
Monthly Price AveoConnect Supplied On-Net	\$40/month	\$60/month
Set Up Price – 12 mth contract	\$99	\$99
Minimum Cost – 12 mth contract	\$579	\$819
Monthly Price National Broadband Network (NBN) Supplied Off-Net	\$49/month	\$69/month
Set Up Price – 12 mth contract	\$99	\$99
Minimum Cost – 12 mth contract	\$687	\$927
Local calls included	Yes	Yes
National calls included	No	Yes
Calls to Australian mobiles included	No	Yes
International calls included	No	Top 5 countries

Our service offers a combination of a Home Phone line with included calls. Details are set out in the above table.

#### Where are these plan available?

- Home Phone and Home Phone Unlimited are available at a growing number of Aveo communities across Australia. Visit our website at [www.AveoConnect.com.au](http://www.AveoConnect.com.au) for an up to date list.
- You can check if your address is serviceable On the AveoConnect network or Off over the NBN from our website at [www.AveoConnect.com.au](http://www.AveoConnect.com.au)

#### What is the minimum contract period?

Minimum Contract Period	12 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

#### What is Home Phone with included calls to these destinations?

- You will not be charged extra for line rental.
- You will not be charged extras for any “included” calls in the table above.
- Local calls included means unlimited calls within your local call area.
- National calls included means unlimited calls to any standard landline in Australia.

- Calls to Australian mobiles included means unlimited calls to any standard mobile phone in Australia.
- Calls to our “Top 5” international destinations means unlimited calls to any landline in Canada, France, New Zealand, UK and USA.
- You can bring your old telephone number\*, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
- You can add special features for free, like Call Waiting and Speed Dialling. Just refer to our User Guide.

\*Excludes sites with a telephone numbering plan. Check with your village manager if a range of numbers are pre-allocated across your community.

#### Inclusions

- Connecting your residence to the network is included.

#### INFORMATION ABOUT THE PRICE

##### What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months for each Service are set out in the table plan above.
- If you are in a new development that is serviced by the National Broadband Network (“NBN”), NBNC0 may charge \$300 to connect your premises to the NBN. If so, we will charge that to you.
- If you are in an area serviced by the National Broadband Network (“NBN”) using Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) technology a \$300 Subsequent Installation Charge plus labour and materials may apply if;
  - a new copper pair needs to be installed by NBNC0; or

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- a jumper cable needs to be installed by NBNCo and: the premises does not have an existing voiceband/non-voiceband service; or the premises does have an existing voiceband/non-voiceband service but you choose not to transition it.
- If you require a complex installation beyond our standard installation, or additional cabling or phone/data outlets, we may charge you for that work.

### What is NOT included in the Monthly Charge

- Calls which are not “included” in the table above are charged at our normal call charge rates. These are set out in our call charges plan titled “*Home Phone Call Charges*” on the website at [www.aveoconnect.com.au/terms-and-conditions/](http://www.aveoconnect.com.au/terms-and-conditions/).
- If not “included”, calls to standard Australian landlines (local calls or national calls) are charged at \$0.04 per minute, \$0.10 minimum call charge, no connection fee.
- If not “included”, calls to standard Australian mobile numbers are charged at \$0.30 per minute, \$0.30 minimum call charge, no connection fee.
- Calls to international mobile destinations are not included where international calls are included.
- Calls to non-standard numbers e.g. 11, 12, 13, 1300, 18, 1800 and 1900 numbers are not included. Calls to 13, 130 and 1300 numbers are charged at \$0.35 per call.

### To help understand, here are some standard things that cost money with other carriers

What does it cost to make a 2 minute call to a standard Australian mobile number?	\$0, if you are on Home Phone Unlimited. \$0.60, if you on Home Phone.
What does it cost to make a 2 minute call to the UK?	\$0, if you are on Home Phone Unlimited. \$0.10, if you on Home Phone.

### OTHER INFORMATION

#### How do I contact customer support?

Email us at [support@AveoConnect.com.au](mailto:support@AveoConnect.com.au) Or call technical support on 1300 851 496

#### How do I monitor usage?

You can monitor your calls by logging into Your Account online at [www.AveoConnect.com.au](http://www.AveoConnect.com.au).

#### How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing [complaints@AveoConnect.com.au](mailto:complaints@AveoConnect.com.au). If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at [tio@tio.com.au](mailto:tio@tio.com.au).

**THIS IS A SUMMARY, SEE THE FULL TERMS AND CONDITIONS AT [www.AveoConnect.com.au](http://www.AveoConnect.com.au).**