



## Critical Information Summary

### Novel NBN Voice

#### Information about the Service

##### **Description of the Service**

This plan is a fixed telephone service that will be supplied using the National Broadband Network. The Novel NBN Voice plans also has the option adding additional lines.

| Plan                        | Pay As You Go (PAYG) | Unlimited Voice |
|-----------------------------|----------------------|-----------------|
| Minimum monthly charge      | \$49.95              | \$55            |
| Minimum term                | 12 Months            | 12 Months       |
| Local Calls                 | 20c per call         | Unlimited       |
| National Calls              | 15c per min          | Unlimited       |
| Mobile Calls                | 30c per min          | Unlimited       |
| 13/1300 Calls               | 40c per call         | 40c per call    |
| Set-up fees                 | \$70                 | \$70            |
| Modem Charges               | \$149                | \$149           |
| Early Termination Fee (ETF) | \$199                | \$199           |
| Minimum total cost          | \$669.40             | \$730           |

(non-direct debit and modem charges not included)

##### **Service availability**

Service not available to all areas, site addresses or customers. The phone service offered will be determined by what is available at your location. We will contact you if all your services can't be connected. There may be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability and find out what kind Novel Phone service is available at your address visit [noveltelecom.com.au/products-solutions/nbn-voice-only-plan](http://noveltelecom.com.au/products-solutions/nbn-voice-only-plan)

##### **Hardware needs**

You need a compatible telephone handset to use this service. If your service requires a modem, we will provide you with one at the cost of \$149. **Please let us know if you use equipment such as disability or medical services or a back-to-base alarm. Some equipment may require an alternative service or additional equipment.** If you are transferring existing services to Novel NBN™, this may result in the disconnection of those services.

##### **Value Added Services**

This summary does not include any special promotions or value added services that you select whilst you have this plan. By selecting a value added service, you agree that it is subject to additional charges which is not a part of the plan.

##### **Installation**

Novel Telecom reserves the right to charge for non-standard installations. You must obtain permission from the owner of the property, if that's you. To have Novel phone service installed, you must have someone over 18 years of age in attendance at the appointment. For NBN™ services, if you are in a new development and not already connected to NBN™, NBN co might charge you \$300 to connect your premises to the NBN™. If applicable, we will bill that charge to you.

## **Information about pricing**

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

### ***Plan Changes***

You can change your plan to an eligible Fixed Broadband plan (if available) once per billing month.

### ***Billing***

On the same day of each month, you will be billed in advance for the minimum charge, as well as for use during the month. The figures in this Critical Information Summary are for a full billing cycle.

### ***Non-Direct Debit fee***

A \$5 fee will be charged each month if you choose not to pay your bill by direct debit. To set up direct debit, contact customer service on 1300 317 517.

### ***Paper invoice fee***

A \$2.50 paper invoice fee will be charged each month if you choose to receive a paper bill. To request an email bill, contact customer service.

### ***Payment processing fee***

If you pay by BPAY or direct debit from a bank account, there are no processing fees. A 2.6% processing fee applies to non-direct debit payments made by VISA or Master Card and a 4.4% fee for payments made by AMEX or Diners Club.

## **Other Information**

### ***Fair use policy***

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### ***Power Outage***

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you speak to your monitoring service provider about mobile backup before you move across to the nbn network.

### ***Tracking your usage***

You can monitor your usage by calling our customer service on 1300 317 517.

### ***Enquiries, feedback and complaints***

We are committed to providing you with an exceptional service. You can call us on 1300 317 517 between 10am – 5pm AEST for assistance on your account balance, usage status, payment details, if you wish to make a complaint or any other information. Alternatively, you can also send an email to [info@noveltelecom.com.au](mailto:info@noveltelecom.com.au)

### ***Telecommunications Industry Ombudsman***

We encourage you to always contact us first if you experience any problem or are unhappy with the service. We will make every attempt to resolve your issue during our first contact. However, if you are not happy with the outcome you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) for an independent investigation.