

NBN Voice Add-ons

CRITICAL INFORMATION SUMMARY



Information about the service

Here's a quick summary of all the important bits about your NBN Voice Add-on.

Depending on your requirements you may choose either Analogue Voice delivered using a UNI-V port in NBN Fibre areas only, or Voice delivered using a Home Network Gateway (provided by us) connected to a UNI-D port in Fibre or Fixed Wireless areas.

Only the Analogue Voice service will be supplied using the NBN Co Battery Backup Unit so you can use your telephone service to make and receive calls during a power outage. The battery will provide power for up to 8 hours if supporting a single Analogue Voice service. The Voice service is not supplied with NBN Co Battery Backup Unit hence will not operate during a power outage. To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service.

Minimum Term

The minimum term is 1 month.

What's included and excluded

If you choose the PAYG plan the following charges and features apply:

- Calls to Local numbers: 20¢ per call
- Calls to National numbers: 25¢ per minute
- Calls to Telstra Mobiles: 37¢ per minute
- Call to other Mobiles: 45¢ call connection fee plus 37¢ per minute
- Calls to 13/1300 numbers: 50¢ per call

If you choose the all inclusive plan the following calls and features are included in your monthly plan, at no additional charge:

- Home Line rental
- Calls to Local and National numbers
- Calls to Mobiles

Additional charges apply for:

- Calls to 13/1300 numbers: 50¢ per call

Check your Usage

You will need your account number and password to login.

Forgot your password?

Just contact us and we can reset it for you.

Login to Your Account portal on our website.

www.wtco.com.au/account

Information about pricing.

Your minimum monthly charge will depend on the plan you choose and the contract plan:

Monthly Fee (PAYG)	Total Cost (1 Mth)
\$10.00	\$10.00

Monthly Fee (Included)	Total Cost (1 Mth)
\$30.00	\$30.00

Calls to International Numbers

Different rates apply to call international numbers. Calls are charged perm minute block. For all international call rates, see www.wtco.om.au

Equipment

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self installation kit or \$259.78 if a technician attends site.

Connection Charges

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service includes Service Activation (BYO modem) or a Self Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of \$259.78 inc GST applies.

Contract Term	Installation Fee (Self Install)	Installation Fee (Professional)
1 Month	Free	\$259.78 inc GST

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of 1 month plan fee. If one of our suppliers raises its prices in the future, this may result in the cost of your services increasing.

This CIS is a summary only. Please contact WTCO for more information or visit our website www.wtco.com.au for full Terms & Conditions.

This information is current as of 12/01/2021 and is subject to change without notice.

Availability

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We're Here to Help

If you have any questions, just call us on 1300 765 985 so we can serve you better. Or you can visit us at www.wtco.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website

<https://www.wtco.com.au/policy-information/>
 You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>