

# NBN Customer Terms

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1. Only available in areas that can be connected to TelcoTalk via the NBN or equivalent fibre provider. TelcoTalk cannot guarantee a service is available until installed at your premises.
2. Our NBN specific Voice Service is a VOIP (voice over internet protocol) telephone service provided over the NBN or other fibre connection. Each service will require a minimum of 100/100 Kbps of bandwidth per concurrent call. Where delivered using the NBN Voice port (UNI-V) 150kbps will be provided as part of the plan. Otherwise the bandwidth provided will be shared with any data service ordered on the same NBN data port (UNI-D). Applicable internet rates apply. Service quality is subject to network and Internet congestion. This service may not be appropriate if you require an uninterrupted access to 000 emergency services.
3. The service will not function in the event of a power failure unless provided over the voice port (UNI-V) with an operational third-party supplied battery back-up unit. It is your responsibility to maintain the battery and ensure that it is working correctly.
4. Priority Assistance is not available on this service.
5. You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base alarm or is intended to carry data services such as Fax, EFTPOS or Hi-Caps. These services may not be supported or may require an alternative service or additional equipment.
6. The service is supplied as self-install. You are responsible for installation of the service including any associated cabling or other additional equipment required for the service to work.
7. Valet Install available at additional cost. Any additional cabling or equipment required are not included in the standard Valet Install service and can be supplied at additional cost.
8. The TelcoTalk Fair Use Policy (FUP) and Acceptable Use Policy (AUP) apply. For a copy of the TelcoTalk Customer Terms (SFOA, FUP & AUP) please go to [www.telcotalk.com.au](http://www.telcotalk.com.au) or contact Customer Service on 1300 835 268.
9. Our NBN specific Voice plans exclude high volume telemarketing.
10. Our NBN specific Voice - Access plans are only available when bundled with a TelcoTalk NBN Broadband service at the same physical site
11. Your Monthly Access Fee is the minimum amount you pay each month and includes one Voice service. 24 month contract terms available.
12. Early termination fee (ETF) applies. ETF is calculated at a flat rate of \$199 per service.
13. All calls not listed as Standard Call types, such as calls to international numbers, premium numbers and directory assistance, are charged in addition to the Monthly Access Fee. For details of charges for call types not listed, please contact the TelcoTalk Customer Service team on 1300 835 268. Charges to premium numbers are set by the number provider. International call rates are available upon request and may be subject to change without notice.
14. Any included call value expires at the end of each month and is not refundable or transferable.
15. Some call features may not be compatible with our NBN specific Voice Service including 3-way call and call transfer.
16. Calls to some International destinations are blocked by default due to high risk of fraud. The block may be removed upon accepting full responsibility for payment for any calls from your service to these destinations.
17. If you relocate numbers to an area outside the geographic zone in which your numbers are normally used (e.g. 03 number to an 02 area), calls to those numbers may be charged at STD rates.
18. Information and pricing was correct at time of printing. All pricing is inclusive of GST. TelcoTalk is a registered trademark of EFTEL Pty. Ltd. ABN: 47 073 238 178