

VoIP

Information about the service

Fibre2air VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

Equipment Required

You will require a VoIP-enabled modem (along with a handset) to connect your VoIP service. Fibre2air can sell you a suitable device at an additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

Information about Pricing

Monthly Charges

	VoIP Basic	VoIP Home Server	VoIP Extreme Server
Monthly Charges	\$6.95	\$14.95	\$20.00
Local Calls	15c Per call	Unlimited	Unlimited
National Calls	15c per min	Unlimited	Unlimited
Mobile Calls	25c per min	25c per min	Unlimited
13/1300 Calls	35c per call	35c per call	35c per call
International Calls	Pay as you go	Pay as you go	Pay as you go
Min. total cost for the first month	\$ 6.95	\$ 14.95	\$ 20.00

- No flag fall charges. Acceptable Use Policy applies and is available [fibre2air.com.au/legal](https://www.fibre2air.com.au/legal)
- Please note some destination countries are blocked by default due to high fraud risk and can be unblocked by calling Fibre2air.

Calls to International Numbers

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see <https://www.fibre2air.com.au/international-call-rates>

Offer Conditions

- This service is intended for residential use only.
- This is a VoIP service. You will require high speed internet access, a modem/router, and a SIP capable handset.

Emergency calls:

- This service will not work if there is an interruption to your internet connection. That includes dialing emergency numbers; 000.
- This service is not suitable for people with life threatening medical conditions that require priority assistance

Important Restrictions

The following cannot be called from this service:

- Australian Premium Rate Numbers (i.e. 190x)
- Some operator assisted numbers and special service numbers
- High risk International destinations

Important Recommendations

Fibre2air recommends that this service be used with:

- A dedicated Internet connection that is capable of supporting 2 concurrent calls; or a
- Fibre2air provided Internet Connection (billed on the same account) through which we can provide Quality of Service.

Early Termination Charge

Month to month plans can be cancelled at any time by providing us with 30 days' notice.

Customer Service Guarantee

A waiver of the Customer Service Guarantee is required for all VoIP services. VoIP is not sold as a standalone service.

Minimum Term

The service is available on a month-to-month contract and may be cancelled at any time by providing 30 days' notice.

Other Information

Usage Information

To check your current usage levels, login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

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.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us.