



# Critical Information Summary

## NBN Phone - Residential

### Information About the Service

BinaryHome NBN Phone is a telephone service for Residential Customers that allows you to make and receive telephone calls using your existing NBN Fibre Broadband connection.

### Requirements & Availability

You must have a working NBN Fibre internet connection that is currently billed by BinaryHome.

You will require a normal telephone handset to connect to the UNI-V port of the NBN Fibre NTU (Network Termination Unit) .

### Minimum Term

The plan is available on a minimum 12-month term only.

### Excess Quota Charges

N/A

### Important Conditions

Service is billed monthly in advance, and payment can be made by credit card or direct debit.

The service may only be used for normal residential purposes.

Call charges apply for calls made using this service.

### Information About the Pricing

#### Monthly Charges

All prices shown below are inclusive of GST.

Plan	Included Calls	Monthly Cost	Min. Total Cost on 12 month term	Cost of a 2 minute mobile call
<b>NBNPhone Basic</b>	Not applicable	\$9.95	\$169.40	\$0.50

#### Call Rates

Plan	Local Call	Mobile Call	National Call	13/1300 Calls	International Calls
<b>NBNPhone Basic</b>	\$0.20 per call	\$0.25 per minute	\$0.20 per minute	\$0.35 per call	Vary on destination



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## Setup Fees

A setup fee of \$50.00 applies upon successful connection of your NBN Phone service.

## Early Termination Fees

An early termination charge of the remaining term applies.

## Other Information

### Usage Information

Available on our website at <http://portal.binaryhome.com.au/> or by contacting our accounts department

### Customer Service

You can contact Binary Home customer service on 1300 246 279 or you can email [support@binaryhome.com.au](mailto:support@binaryhome.com.au)

### Internal Dispute Resolution Process

If you have an unresolved dispute or complaint with Binary Home, you may escalate the matter by putting your complaint in writing to PO Box 647, Mt Waverley VIC 3149 or by emailing [complaints@binaryhome.com.au](mailto:complaints@binaryhome.com.au).

### Telecommunications Industry Ombudsman (TIO)

If the outcome of a complaint lodged with Binary Home is not satisfactory, you may choose to contact the TIO on 1800 062 058 or via their website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)