



# Critical Information Summary

## VoIP Phone - Residential

### Information About the Service

BinaryHome VoIP Phone is a telephone service for Residential Customers that allows you to make and receive telephone calls using your Internet Connection.

### Requirements & Availability

You must have a working broadband internet connection with at least 80Kbps of available bandwidth for each simultaneous call.

You will require a VoIP enabled telephone or VoIP ATA (analogue telephone adapter) to connect to the service. You can purchase a telephone or adapter from us separately or bring your own.

### Minimum Term

The plan is available on a minimum 1-month term.

### Excess Quota Charges

N/A

### Important Conditions

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

A \$50.00 charge applies if you wish to port your telephone number to the VOIP service. 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 1 month term	Cost of a 2 minute mobile call
<b>VoIPLine Basic</b>	Not applicable	\$9.95	\$9.95	\$0.40

#### Call Rates

Plan	Local Call	Mobile Call	National Call	13/1300 Calls	International Calls
<b>VoIPLine Basic</b>	\$0.10 per call	\$0.20 per minute	\$0.10 per call	\$0.35 per call	Vary on destination



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### Setup Fees

No setup fee applies for this service. If you wish to port your telephone number to this service, a \$50.00 charge applies.

### Early Termination Fees

An early termination charge does not apply. A minimum notice period of 1 month is required.

### 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)