

## Critical Information Summary – IPSTAR Home Phone Service

### Information about the Service

IPSTAR Home Phone is a fixed line phone service designed to run on the existing copper phone network comprising of

- Connection to our public switched telephone network
- The ability to make and receive certain types of calls (subject to any conditions that might apply to particular types of calls)
- A Telephone number
- A free listing of the telephone number in a telephone directory under a name you propose and that we agree with.
- Service only available to new and existing IPSTAR nbn Sky Muster customers.
- If you are eligible for a bundle credit and one of the required services are cancelled, then the standard rate for the remaining services that are left will apply.
- **Priority assistance** services are not available from IPSTAR
- Calls to 000 emergency services are not guaranteed in the event of a power outage

### Availability and Required Equipment

You will need a standard telephone handset (approved for use in Australia) and you will need to also be located in an area that has access to the copper network and this area also needs to be serviceable by IPSTAR Australia.

### Minimum Term

The minimum term is thirty days (30 days).

### Included Features

The IPSTAR Home Phone comes with some great included features such as,

- Call waiting
- Call hold (with compatible handset)
- Call forwarding

Other features are available at an additional cost for more details please see

<https://ipstarbroadband.com.au/support/home-phone-features/>

### Installation Timeframes

After we accept your application for an IPSTAR Home Phone, we try to connect it on the date you request. However, that may not always be possible. In some circumstances we may not be able to make firm arrangements immediately or we may have to change a previous firm arrangement. We will endeavour to tell you beforehand if we cannot connect you on the requested date.

## Information about Pricing

### Installation Charges

The below table shows a list of the installation charges and when they would be applicable.

Connection Type	Connection Charges		Criteria for Charging
	GST excl.	GST incl.	
New Connection	\$272.73	\$300.00	A telephone service has not previously been connected at your premises or if you need an additional line.
Existing Connection	\$ 100.00	\$110.00	A working telephone socket exists from a previous connection.
Existing connection with a requested technician visit	\$345.45	\$380.00	A working telephone socket exists from a previous connection and our technician is not required to visit your premises, but you have requested a visit.
Additional connection	\$77.27	\$85.00	The additional connection is requested when connecting an existing connection where our technician is required or requested to visit your premises.
Additional connection	\$181.82	\$200.00	The additional connection is requested when connecting a new connection.
Service Transfer	\$0.00	\$0.00	When you move your current serviceable number that is with another provider to IPSTAR

Note: Additional charges may apply for installations that are more than 500m from the existing network.

## Plan Details

Plan Name	Monthly Charge	Total Minimum Cost
IPSTAR Home Phone - PAYG	\$30.00 (inc GST)	\$30.00 (inc GST)

## Call Charges

Plan Name	Local Calls	Standard National Calls <sup>1</sup>	Calls to Australian Mobiles <sup>2</sup>	International <sup>3</sup>	1300/13
IPSTAR Home Phone --PAYG	20c per call, untimed	22c per min + 40c flagfall capped at \$1 for the first 30 minutes	35c per min + 40c flagfall capped at \$2.22 for the first 15 minutes	Varied + 40c flagfall	40c per call, untimed

- <sup>1</sup>Calls are charged per minute. Calls are charged at a maximum of \$2 for the first 60 minutes, standard rates apply after 60 minutes.
- <sup>2</sup>Calls are charged per minute. Calls are charged at a maximum of \$2 for the first 15 minutes, standard rates apply after 15 minutes.
- <sup>3</sup>International call rates vary by destination, please see <https://ipstarbroadband.com.au/products/home-phone> for a full list of international destination call rates. Calls to top 10 international destinations are charged at a maximum of \$2 for the first 30 minutes, standard rates apply after 30 minutes.
- Acceptable use policy can be found at [https://ipstarbroadband.com.au/legal\\_articles/acceptable-use-policy-fair-use-policy-ipstar-internet-and-voice-services/](https://ipstarbroadband.com.au/legal_articles/acceptable-use-policy-fair-use-policy-ipstar-internet-and-voice-services/)
- Premium call charges may apply
- All chargeable calls are charged in arrears and international call charges may be delayed due to the time it takes for us to get call data back from the upstream providers.

## Call packs

Our call packs are available at an additional cost per month for those that like to chat. Fair use policy applies to all call packs, for more information please see [https://ipstarbroadband.com.au/legal\\_articles/acceptable-use-policy-fair-use-policy-ipstar-internet-and-voice-services/](https://ipstarbroadband.com.au/legal_articles/acceptable-use-policy-fair-use-policy-ipstar-internet-and-voice-services/)

Plan Name	Call Pack inclusions	Total Minimum Cost
National call pack	Untimed calls to standard Australian land line numbers (standard local and national numbers)	\$15
National and mobile pack	Untimed calls to standard Australian numbers (standard local, national and mobile numbers)	\$35

## Early Termination Charge

There is no early termination charges but you do need to provide us with 30 days notice if you wish to terminate the service.

## CSG Waiver

The standard Monthly Charge and Setup pricing stated in the Information about pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG). A copy of the CSG waiver can be found here

[https://ipstarbroadband.com.au/legal\\_articles/customer-service-guarantee-waiver](https://ipstarbroadband.com.au/legal_articles/customer-service-guarantee-waiver)

## Other Information

Visit the following links if you wish to obtain more information regarding:

### Data Usage Information

You can obtain your call usage information from your monthly invoice.

### Customer Service Contact Details

Contact IPSTAR Customer Support by calling **1300 464 778**, during normal business hours. You can also email us at [support@ipstarbroadband.com.au](mailto:support@ipstarbroadband.com.au) and we will contact you during our normal business hours. Our normal business hours are available online here: <http://www.ipstarbroadband.com.au/support>

### Dispute Resolution Process

Contact IPSTAR Customer Support by calling **1300 464 778**, during normal business hours or by sending a complaint to us by post addressed to Operations Manager, IPSTAR Australia Pty Ltd, 154 Pacific Highway, St Leonards, NSW 2065.

You can find our process here: [https://ipstarbroadband.com.au/legal\\_articles/ipstar\\_complaint\\_handling](https://ipstarbroadband.com.au/legal_articles/ipstar_complaint_handling)

### Telecommunications Industry Ombudsman

The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services and can be contacted by telephone on 1800 062 058 -

Monday to Friday between 9am and 5pm Australian Eastern Standard Time (free from a landline, but charged at standard mobile call rates if you call from a mobile). You can also lodge your complaint at <http://www.tio.com.au/making-a-complaint>