



# Critical Information Summary

## Home Phone (Pay-as-you-go & Unlimited)

### Information about the Service

This Home Phone service allows you to make and receive phone calls via your internet connection. The service uses Voice over Internet Protocol (VoIP) technology to allow the transmission of voice calls over your fibre broadband service.

#### Mandatory component of the service

To use Superloop Home Phone you require access to a high-speed fibre broadband service and a VoIP compatible modem. Superloop fibre broadband services include access to a free VoIP Direct In-Dial Number (DID) so you can either port your current home phone number to Superloop (if you have one) or we can assign you a new one. Call charges apply. If you cancel your Superloop broadband service, access to your Home Phone service will be cancelled also.

#### Minimum Contract Terms

Pay-as-you-go Home Phone: No contract. Available with your Superloop broadband service.

Unlimited Home Phone: 1 month

### Limitations/Qualifications for the service

Superloop fibre broadband services and therefore Superloop Home Phone may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Superloop website to check your service availability or contact our Residential Sales Team on 1800 578 737.

A Customer Service Guarantee does not apply to Home Phone services.

### Information About Pricing

#### Pay-as-you-go Home Phone

There are no upfront costs to access this service other than your broadband connection, modem and handset. The phone line rental, access to a new DID number and number porting costs are all free. Call rates are as per the table below.

#### Unlimited Home Phone

This optional upgrade service allows you to make an unlimited number of untimed calls to the nominated destinations which is covered by the \$10 monthly cost of the Unlimited Home Phone service. This cost is in addition to your broadband service. There is no activation fee for the optional Unlimited Home Phone service.

Pay-as-you-go Home Phone		Unlimited Home Phone	
Call costs		Call costs	
Untimed local calls:	10c/call	Unlimited local & national calls	
National calls:	10c/call	Unlimited 1300/13 calls	
Calls to Australian mobiles:	20c/min	Unlimited calls to Australian mobiles (in Australia)	
Untimed 13/1300 calls	25c/call	Unlimited international calls to: UK, New Zealand, USA, Germany, Hong Kong, Japan, France, Canada, China, Singapore, India and Croatia.	
Untimed 1225	20c/call	<a href="#">Other country call rates</a>	
Untimed 1225	\$1.00/call		
Superloop to Superloop	\$1.65/call		
<a href="#">International calls</a>	FREE		
FREE number porting		FREE number porting	

### Porting your phone number

Porting your current phone number is free of charge and may take between 10 to 15 business days to complete depending on your current provider. During the last day of this process prior to porting completion, you may not be able to receive incoming calls or make outgoing calls for a short period of time until the port is completed.

If you cannot manage without your incoming calls during the transfer process, please contact us on 1800 578 737 to discuss your options.

NOTE: for FTTN, FTTB and FTTC connections, your current phone number it will be lost when your new broadband connection is activated. If you want to keep your existing number, we need to port the phone number to our Home Phone service before your new broadband is activated.

To transfer your number, you need your current phone and supplier account number details when ordering. If you are currently on a contract for your telephone service, an Early

Termination Charge may apply with your current provider, for which you are responsible.

If you ordered a Superloop modem this will be dispatched with settings preconfigured for both your data and voice service. You can however configure Superloop's Home Phone service on your own VoIP enabled modem. Or contact our support team for help on 1800 578 737.

We will send you a confirmation e-mail once your Home Phone service is active. Once active you should check with your previous telephone provider to ensure they do not continue to bill you.

Some service transfers can be delayed or fail due to special call features which are attached to the current service. Special call and service features need to be removed by your current telephone provider before you transfer your service to Superloop.

### Superloop does not offer Priority Assistance

Telstra's Priority Assistance is a service designed to help customers who have (or are living with someone who has) a

diagnosed life-threatening medical condition, and whose life may be at risk without access to a fully operational phone service.

This Superloop service does not support the "Priority Assistance" service features. Telstra is the only carrier required to provide priority assistance services to its customers as a condition of its licence. For more information about Priority Assistance Services, please refer to [telstra.com.au/consumer-advice/customer-service/priority-assistance](https://telstra.com.au/consumer-advice/customer-service/priority-assistance).

### Power outages and your Home Phone service

Your Home Phone service will not function during a power failure unless the service is connected using Fibre-to-the-premises and a battery back-up power supply unit is also installed and working.

During a power outage your home phone and internet service will not work because there will be no power to your modem. If this happens you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls.

Your back-to-base alarm system or medical alarm which relies on an internet connection will not work.

### Billing

Home Phone Service(s) are charged for the full month in-advance and are non-refundable (Superloop does not offer pro-rata).

### Payment

Acceptable payment methods; BPAY, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, Auto-Debit from a Credit/Debit card (Visa or MasterCard only) or Bank Account Direct Debit. Superloop does not accept Cheque payments, or Bank Account Deposits

### Plan Change Fees

Changing plan is free. You can switch between Superloop Home Phone plans no more than once each month free of charge. Call costs apply.

### Hardware

To ensure the optimum performance of, and levels of support for your Home Phone service, Superloop strongly recommends the use of an Superloop supplied and approved modem.

## Other Information

### Customer Service Contact

Please visit <https://hbbsupport.superloop.com/hc/en-au> if you have any queries about your Home Phone service, require technical support, would like to report a fault with your service, or would like to discuss your account.

### Complaints and Disputes

If you have a service complaint or an accounting dispute that you feel has not been resolved by standard customer service contact means and wish to take the matter further, you can visit <https://superloop.com/terms> for contact details and information on how to raise a formal Superloop complaint.

### Further Investigation

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at [www.tio.com.au/about-us/contact-us](https://www.tio.com.au/about-us/contact-us)

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