



Critical Information Summary Information about the Service

AZnet's NBN Home Phone Plans are designed to provide Residential service over the National Broadband Network (NBN) including Local, National and Calls to mobiles in Australia.

Information about Pricing

AZnets Phone Plans

Phone Plan	NBN Standard	NBN Plus	NBN Super
Monthly charge	\$29-95	\$39-95	\$49-95
Local calls	18 cents per call	<i>included</i>	<i>included</i>
National Calls	5 cents per minute	<i>included</i>	<i>included</i>
Mobile Calls	18 cents per minute	18 cents Per minute	<i>included</i>
International Calls	Click the link for our competitive International Rate Schedule. http://Aznet.net.au/nbn-international-rates.html .		
13/1300 numbers: 40 cents per call.			
Flagfall fee of 25.5 cents applies for national and mobile calls except unlimited local/national and mobile.			
Calls to mobiles are only for Australian mobiles.			
Click the link for International Rate Schedule. http://Aznet.net.au/nbn-international-rates.html .			

Incompatible Equipment

AZnets NBN phone service will in most situations, support a wide range of devices however, particularly with older equipment based on analogue technology i.e. back to base alarms, faxes, etc, there maybe instances of non-compatibility. Please refer to your manufacturer instructions for any compatibility issues.

NBN HOME PHONE - Minimum term

There is no minimum Contract term for NBN Phone services.

Telephone Service during a Power Outage.

During a power failure your AZnet NBN phone will not operate nor will you be able to make or receive calls, including emergency calls i.e. 000.

Further, AZnet NBN phone plans will not support Priority Assistance. E.g. Medi Alert.

If you have a requirement to use an alarm service that is dependant on the availability of the Phone service, it is paramount that you consider the provision of a suitable Battery backup unit for use in the event of a power outage. AZnet does not supply a battery backup with the power supply. Further information is available on www.nbnco.com.au/battery

Billing information

AZnet will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Plan provides exemptions. I.e. the Super NBN Phone Plan is inclusive of Local, National, and Mobile calls.

AZnet will charge you for additional features used for example Chat Services, 1900, 123 Sensis.Etc. The first Billing invoice will be a pro-rata from the date that you joined AZnet and a month in advance for all NBN Phone plan charges.

Call charges are only for the month of billing. Eg The calls that you have made in May are sent to you on the May invoice which, is forwarded to you on the second week of June i.e. June 11th

No Charges are applicable for NBN plan/speed upgrade, conversely if you were to down grade your existing plan/service then a charge of \$49.00 would apply.

Billing information

The minimum monthly charge for the NBN Home Phone Plan is: **NBN Standard Plan \$29-95**
NBN Plus Plan \$39-95
NBN Super Plan \$49-95

Exclusions

AZnets NBN Phone service will only operate in NBN enabled areas and is conditional on our supplier having network coverage.

This plan is subject AZnet's Acceptable Use Policy http://Aznet.net.au/files/AZnet_acceptable_use_policy.pdf

Liability

Under the Competition and Consumer Act 2010 (Cth) and other Laws we accept our liability to you for any breach of term, condition or warranty or remedy implied by the Competition and Consumer Act 2010.

AZnet NBN services, (except where specifically stated) are solely intended for your personal, household or residential use.

AZnet does not accept liability to you for any losses that result from the use of our service in the running of a business. In particular, we are not liable for all direct, economic, consequential or indirect losses, expenses, damages and costs incurred by you in operation of our service or any failure to supply or delay in supplying that service.

Further, we are not responsible or liable for any indirect consequential damages, economic damages including without limitation, loss of income, loss of profit or loss of business opportunities.

We limit our liability in all situations Residential/Business for all claims arising from interruption, delay of supply, delay of provisioning, failure of operation, consequential damages (lost profits, or business or indirect loses) to refunding the monthly price of the goods or service in respect of the period when the breach occurred.

Alternatively providing a replacement/repairing of those goods or services where it is fair and reasonable to do so. Nothing in this limitation of liability shall exclude liabilities not permitted to be excluded by applicable Australian or State or Territory of Australia Laws where you reside. The liability terms of this agreement survive termination of these terms and service.

A condition of using AZnet services is that you have read our full Terms and Conditions, Acceptable User policy and Critical Information Summary prior to you using the service either by accessing the web site or requesting an email copy from: [enquiries @aznet.net.au](mailto:enquiries@aznet.net.au)

Other Information

To obtain data on your Call usage prior invoices, check you're My Account, or contact AZnet customer Service on 1300 833 835 during business hours or email enquiries@Aznet.net.au

If you have any concerns about the service we are providing to you, please contact us at your convenience.

How to contact AZnet

AZnet's call center is situated in Australia and we are available six days a week during the following hours:

- 9 - 00am to 7 - 00pm Weekdays (AEST)
- 10 - 00am to 2 - 00pm Saturday only

Customer Service Enquiries

- 1300 833 835
- +61 2 9344 1600 (Outside Australia)

Email Enquires

- enquiries@Aznet.net.au

Customer Service Guarantee

AZnet NBN Phone plans are optimise to represent the best possible value and as such, it is a condition in accepting this service that you agree to waive CSG. (Customer Service Obligation) as pertaining to NBN Phone service. (AZnet NBN Phone /VoIP services under this clause are designated as a standard Telephony service.) For further information contact AZnet Sales on 1300 036 888

For full details of the Telecommunications Act - CSG Click here. <http://www.acma.gov.au> or alternatively,

TIO Contact Details

If you are not satisfied with our complaint handling process and you have communicated your concerns with a Senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <http://Aznet.net.au/terms-and-conditions.html>