



Lingo Australia

VOIP

Critical Information Summary

Information about the service

SERVICE DESCRIPTION

The Lingo Australia VOIP home phone plan is provided to residential iPrimus customers.

iPrimus VoIP plans provide residential access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice over Internet Protocol technology.

MINIMUM CONTRACT TERM

0, 6, 12 or 24 months as specified in your welcome letter.

KEY DETAILS

VoIP is internet telephony. The availability and quality of the service may differ from a standard telephone. iPrimus only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about iPrimus VoIP services and the Customer Service Guarantee is available on iprimus.com.au

You must maintain a broadband connection of at least 512/128k speed and a power supply. You will be supplied with the required hardware to use the service if required.

iPrimus VoIP can ordinarily be used to call the emergency number 000, however you should not regard any

VoIP service as a reliable service in an emergency. Priority Assistance does not apply to iPrimus VoIP services. VoIP services are not recommended if you/another resident have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line.

Information about the pricing

MONTHLY ACCESS FEE

\$34.95 per month.

SETUP FEE

0 Months: \$99
6 Months: \$59
12 Months: \$0
24 Months: \$0

MINIMUM TOTAL COST

0 months: \$148.90
6 months: \$283.65
12 months: \$434.35
24 months: \$853.75

Minimum total cost includes ATA cost (where applicable), setup fee (where applicable) and postage and handling.

Calls outside the included value extra.

CALL CHARGES

Local, National and calls to Australian mobiles: Unlimited.

Calls to 13/1300 numbers: 44c/call.

Included unlimited calls are strictly

for ordinary residential use (iPrimus acceptable use policy applies).

INTERNATIONAL CALLS

Calls are charged in 60 second increments. Rates are subject to change.

Full details of international call rates are available on iprimus.com.au

EARLY TERMINATION CHARGE

Should you terminate your contract before any agreed minimum term ends, an early termination fee of \$30 for 6 months term or \$60 for 12 or 24 months term may apply.

If you have any questions regarding your service call us on

131 789

iprimus.com.au



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Other Information

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit iprimus.com.au for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

USAGE INFORMATION

For information about your current usage levels please use the iPrimus account toolbox, available at toolbox.iprimus.com.au or contact Customer Service by calling 1300 85 85 85.

DIRECT DEBIT

Accounts must be paid by Direct Debit. If iPrimus allows you to pay by another method, a \$2.95 per bill administration fee applies.

Internet customers paying by direct debit will receive bills online through their iPrimus Account Toolbox.

CONTACT US

We are dedicated to excellence in servicing our customers.

If you have any questions regarding

your service, call our Customer Service team on 1300 85 85 85 9am - 6pm AEST, Monday to Friday.

If we are unable to resolve your issue to your satisfaction, please visit iprimus.com.au/resolve to see our complaint handling policy.

If you are still not satisfied with the steps taken by iPrimus to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with iPrimus and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.

EMAIL BILLING

You can save and support the environment by opting for our email billing option. Paper bills will incur a fee of \$2.50. To switch to email billing, go to iprimus.com.au/emailmybill and complete the request.

Thank you for choosing iPrimus for your telecommunication needs

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your service call us on

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