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Critical Information Summary – VoIP Services

Introduction

Voice-over-Internet Protocol (VoIP) telephone service that enables you to make and receive calls via a broadband connection.

Installation

You may need to install some equipment at your home, we'll let you know at the time of ordering.

Not a standalone product

VoIP services can only be ordered in conjunction with a new or existing yless4u broadband service. You must have a compatible router for VoIP services. Any applicable setup and hardware costs will be quoted upfront.

Service	Monthly charge	Total minimum cost for one service
VoIP	\$10.00	\$10.00

The minimum term

The minimum term is 1 month.

Setup Fee

There are no setup fees associated with new phone numbers. There is no charge to port (transfer) an existing phone number from another provider.

Call Inclusions and Costs

Included calls: The \$10.00 monthly fee includes all local, STD (national), and mobile calls.

International calls: International calls are charged on a per-minute basis, with rates varying by country - for example:

- New Zealand: \$0.02 per minute
- United Kingdom: \$0.01 per minute
- USA: \$0.02 per minute
- Canada: \$0.01 per minute
- China: \$0.03 per minute
- India: \$0.02 per minute

For a complete list of destinations and current rates, please refer to the yless4u International Call Rate sheet.

Service description

Your service is delivered through the wireless network with speeds ranging from up to 25/5 Mbps and up to 250/50 Mbps depending on the plan chosen (see table above).

Early termination charges (ETC)

A notice period of 30 days is required in writing to cancel your plan.

Invoicing options

We accept credit card payments: Visa and Mastercard and nonautomated payments (bank deposit, EFT, cheque, money order). Every failed payment incurs a charge of \$4.40 on your next bill. If you wish to

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avoid fees and charges, please select the BPAY option.

Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Pro-rata billing

If you connect to your plan partway through a month then your monthly access fee, as well as any allowances, will be calculated based on the number of days remaining in that month.

Priority assistance

Priority assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilise our service. If priority assistance is required, you should apply through a provider who can offer this service.

Failure to connect

If you have signed up for a yless4u service but then decide not to proceed with the order, then we may be required to pass on costs incurred while pursuing your order.

Terms of Service

This document is a summary of Critical Information relating to the service. Full Terms of Service are available on our website

Customer complaints and information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at resolutions@yless4u.com.au or call 1300 159 250. If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au. This is a summary only - the full legal terms for services are available at www.yless4u.com.au

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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