

# Critical Information Summary

## IP Telephone



### Information About the Service

You ANT IP phone allows you to make and receive phone calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your internet connection.

### Mandatory Requirements and Availability

You must have a working ANT internet service.

### Minimum Term

One month

Payment in Advance - 6 months.

### Inclusion, exclusions and important conditions, limitations, restrictions or qualifications.

Using your ANT IP phone over your internet service does consume part of your plans monthly data allowance.

Your ANT IP plan includes unlimited standard local and national calls for Home Plan, Saver Plan, Mobile Saver

Your ANT IP optional International Addon includes calls to 15 standard international landline destinations: Canada, France, Ireland, Netherlands, Spain, UK, USA, China, India, NZ, Italy, Vietnam, Philippines and South Africa

Your ANT IP Home Plan & Saver Plan does not include calls to mobile numbers.

Your Ant IP Home Plan, Saver Plan, Mobile Saver does not include calls to 13/1300 numbers, international calls and premium service numbers.

Your ANT IP unlimited plan does not include calls to 13/1300 and some other premium numbers, international mobiles, and some international calls. Charges to these services will apply.

ANT IP plans require a Wireless router(WR) with IP capabilities which ANT can supply to you for a charge of \$129.00 including postage. Customers can provide their own (BYO) if it is compatible. This attracts a once off connection fee to set up a BYO WR of \$25.00. Please contact ANT on 1300 268 266 to check the compatibility of your WR.

The ANT IP Service cannot be utilised if there is a power outage, when your internet connections is interrupted or if the hardware you are using to access the service is in anyway flawed.

We recommend that you have an alternative telecommunications service such as a cellular, fixed line or satellite telephone connection to contact Emergency Services in the event of the unforeseen circumstances.

### Information about Pricing

Services require a valid direct bank debit or credit card authority. Subscriptions are payable 1 month in advance via valid direct Bank Debit or Credit card, or Subscription fees can be paid 6 months in advance via, Electronic Funds Transfer, direct Bank Debit or Credit Card, cheque or money order. Subscription fees are deducted on a set billing date. Our billing dates are the 1st, 8th, 15th and 22nd of each month. The billing date is determined by date of contract commencing as the closest following the start of contract. The first and last months are billed on a pro rata basis.

### Minimum Monthly Access Charge

Home Plan	\$9.95
Save Plan	\$19.95
Mobile Saver	\$29.95
International Addon	\$10.00

### Standard Charges

	Home Plan	Saver Plan	Mobile Saver Plan	Unlimited
Local Calls	Included	Included	Included	Included
National Calls	Included	Included	Included	Included
Australian Mobiles	26c per minute	20c per minute	Included	Included

International Addon	Charged as per website international rates	Charged as per website international rates	Charged as per website international rates	Other International calls not included in 15 international standard landline numbers will be charged as per website international rates
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**Non included numbers**

13/1300 numbers & Directory Assistance - 35c per call untimed  
 1223 numbers -75c per call  
 1225 numbers - \$1.00 per minute & \$1.20 flag call  
 International as per website

**Charges to International Numbers**

You will be charged if you make calls to international numbers on your Unlimited plan outside of the included 15 countries standard international landlines above

**Maximum Monthly Charge**

On the same day each month you will be billed for the minimum monthly charge as well as any additional usage during this billing period. Your first bill may include some pro-rata charges for part of the month if you started part way through a billing period.

**Set Up Fee**

A set up fee of \$25.00 only applies if you provide your own WR. If you require ANT to supply a WR with IP phone capabilities, then a once off charge of \$129 applies which includes setup and postage.

**Excess Usage applies to Unlimited Plan**

ANT considers excessive use to be a call duration of more than 180 minutes per call, or more than 3000 minutes of talk time per month, as well as a regularity of calling that indicates that the service is not being used for residential or small office/home office use only. If your use of the International Addon is “excessive or unreasonable” we will contact you by phone or email, using the contact details you have provided to us. If after our request your usage continues at a similar level we may charge you for all excess calls or minutes in line with the Excess Fees outlined below

Call type	Flagfall	Rate
● Local	● N/A	● \$0.25 untimed
● National / STD	● \$0.38	● \$0.17 per minute
● Mobile	● \$0.38	● \$0.35 per minute
● Service Call	● N/A	● \$0.28 per call
● International	● \$0.20	● As advertised online

**Early Termination Charge**

All Plan Cancellations require 30 days notice in writing  
 There is no early termination fee.

**Other Information**

**Customer Service Contact Details**

**Postal Address** 310 Greberts Road, Stockyard Creek via Grafton, NSW 2460

**Sales**

Phone 1300 268 266 or 02 6619 5500 email [sales@ant.com.au](mailto:sales@ant.com.au)

**Technical Support**

Phone 02 6619 5500 or 1300 268 266 email [support@ant.com.au](mailto:support@ant.com.au)  
 Online remote assistance <http://anthelp.me/>

**Billing**

Phone 1300 268 266 or 02 6619 5500 email [accounts@ant.com.au](mailto:accounts@ant.com.au)  
 Fax 02 8209 4956

**Dispute Resolution Process**

If you have a problem or complaint about your service please visit our website Or email [complaints@ant.com.au](mailto:complaints@ant.com.au)

**Telecommunications Industry Ombudsman**

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au)