

Critical Information Summary

IP Telephone

Your 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

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 \$149.00 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. Ant uses the data port for Ants IP Phone service. If your internet connection is interrupted or if the hardware you are using to access the service is in anyway flawed you will have no IP Phone connection.

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 unforeseen circumstances.

Information about Pricing

The first and last months are billed on a pro rata basis. Any billable charges in your chosen plan will be charged monthly in arrears. Phone service bills will be viewable on the MyAccount Port (Self Service Portal) on the day after your anniversary date. Monthly charges for the Phone and any Billable calls will be processed 10 days later giving you time to review the charges.

Standard Charges

Plan	Local Calls	National Calls	Australian Mobiles	International	Monthly Access Fee
Home Plan	Included	Included	26c per minute	Charged as per website international rates	\$9.95
Saver Plan	Included	Included	20c per minute	Charged as per website international rates	\$19.95
Mobile Saver Plan	Included	Included	Included	Charged as per website international rates	\$29.95
International Addon	-	-	-	International calls to international standard landline numbers to Canada, France, Ireland, Netherlands, Spain, UK, USA, China, India, NZ, Italy, Vietnam, Philippines and South Africa are included. Calls to other international numbers will be charged as per website international rates	\$10.00

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

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.

Customer Service Contact Details

Postal Address: 220 Quay Street, Rockhampton City, QLD 4700

Sales

Phone 02 6619 5500 or 1300 268 266

email sales@ant.com.au

Fax 02 8209 4956

Technical Support

Phone 02 6619 5500 or 1300 268 266

email support@ant.com.au

Fax 02 8209 4956

Billing

Phone 02 6619 5500 or 1300 268 266

email billing@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

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