

# Critical Information Summary

## Bundled Plans



### Information about the Service

You ANT Bundled Service is for the supply of NBN Fibre or NBN Fixed Wireless Broadband with unlimited data allowance and an IP telephone service that gives you a telephone number which 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

This offer is not depending on bundling with other services. The NBN Fibre and NBN Fixed Wireless service is only available within an NBN Fibre & Fixed Wireless service area.

### Minimum Term

One month  
24 months – 24 months

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

NBN Co supplies: Premises Connection Device, Wireless Wall Outlet, Network Termination Device and Power Supply Unit; first battery; Premises Connection Device with internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) port. The Network Terminating Device provides one Ethernet connection per subscribed internet service. You must have a Wi-Fi Router to plug your IP Phone into and to share the internet connection around the premises. ANT Communications can supply you with the NBN ready 4 port router included free of charge on our 24month contract (or, at an additional cost of \$105.00 including postage on the casual or prepaid 6 month plans) or, you can provide your own NBN ready router

Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

You can change your NBN Wireless plan up or down at any time. Plan Changes will be implemented at your next anniversary date. If you wish to change speed there is a \$20.00 fee.

Your ANT Home Bundles and ANT Unlimited Bundles plan includes unlimited standard local and national calls.

Your ANT Unlimited Bundle plans 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 Home Bundle Plans does not include calls to mobile numbers. Charges to these services will apply.

Your Ant Home Bundle Plan, does not include calls to 13/1300 numbers, international calls and premium service numbers Charges to these services will apply.

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

For International charges not included please see [www.ant.com.au/phones/international-call-rates/](http://www.ant.com.au/phones/international-call-rates/)

ANT IP Phones require an IP box, which ANT can supply to you for a charge of \$179.00 including postage. Customers can provide their own if it is compatible. Please contact us on 1300 268 266 to check your IP box compatibility.

The ANT IP Phone 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.

Ant only provides "best effort" support on products not sold by us.

### 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 the first of each month. The first and last months are billed on a pro rata basis.

### Minimum Monthly Charge

Home 12/1 Bundle Plan	\$65.95 plus the cost of any chargeable calls made or additional charge features added
Home 25/5 Bundle Plan	\$85.95 plus the cost of any chargeable calls made or additional charge features added
Unlimited 12/1 Bundle Plan	\$79.95 plus the cost of any chargeable calls made or additional charge features added
Unlimited 25/5 Bundle Plan	\$89.95 plus the cost of any chargeable calls made or additional charge features added

## Standard Charges

	Home 12/1 Bundle Plans Fibre NFB12-Home Wireless NWB12-Home	Home 25/5 Bundle Plans Fibre NFB12-Home Wireless NWB12-Home	Unlimited 12/1 Bundle Plans Fibre NFB12-Unlimited Wireless NWB12-Unlimited	Unlimited 25/5 Bundle Plans Fibre NFB25 - Unlimited Wireless NWB25-Unlimited
Data	Unlimited	Unlimited	Unlimited	Unlimited
Local Calls	Included	Included	Included	Included
National Calls	Included	Included	Included	Included
Australian Mobiles	26c per minute Cost of 2 minute Standard National Mobile 52 cents	26c per minute Cost of 2 minute Standard National Mobile 52 cents	Included	Included
International	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	Other International calls not included in 15 international standard landline numbers will be charged as per website international rates

### 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

Casual Connection - \$150.00

24 month - There is no set up fee (includes Wireless Router & IP Phone free of charge on 24 month Contract

If you require ANT to supply an IP Phone box there is a one off charge of \$179.00

If you require ANT to supply a Wireless Router there is a one off charge of \$105.00

### 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 Unlimited Bundled plan 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 Bundle Plan Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice.

Casual Connection & 6 months paid in advance - Nil

24 month contract \$150.00

### 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)