

VOIP PHONE PDS



Information about the Service

VoIP on the NBN combines the best features of traditional landline phone services, such as the ability to use a traditional handset, with the cost-effective call charges of Voice over IP.

Typically, you can transfer your existing landline number to VoIP (not available to all carriers).

Requirements & Availability the VoIP service is only available when you have an active NBN Fibre to the Premises (FTTP) service.

If your FTTP service is cancelled, your VoIP service will also be cancelled.

A standard telephone handset (approved for use in Australia) is required to use Priority Technology VoIP. The telephone handset is not provided by Priority Technology unless otherwise specified in your application.

Once you take up a VoIP service on the NBN, you can't move back to a telephone service using the existing copper network.

Information about the pricing

The minimum cost per month for a Priority Technology VoIP service is \$10.

In addition to this line rental service, you will be charged for outgoing calls.

Call Charges

Calls to other Priority Technology Numbers	Local Calls	National Calls	Calls to australian mobiles	1300 & 13 calls	1800 calls	International Calls
Included	10c Capped	10c Capped	16c /min	25c Capped	Included	From 5c /min

Other Information

The VOIP service is delivered via the NBN and has the ability to work in a power outage if a battery backup is installed with your NBN FTTP service. In order for your service to work in a power outage please be aware:

- You must have an active battery backup unit installed. You can get this installed at no extra cost when you apply for NBN FTTP with Priority Technology.
- You will need a non-powered traditional telephone or telephone with a back-up power supply connected to the voice port on the NBN Connection Box.

Cancellation Fees

Priority Technology VoIP has no minimum term, and thus no cancellation fees are applicable. However, if you also choose to cancel your NBN FTTP service, there may be cancellation fees for that service.

Incompatible Equipment

Please be aware that some existing services operating on your phone line may not work, such as back-to-base alarms, personal response systems, fax machines or EFTPOS.