

Residential VOIP Phone Offer

Information about the service

NewSprout’s VOIP phone service provided over an internet connection.

We will perform a Service Qualification of your number/address. If successful we will provide the fastest speed available for your purchased plan.

You may need to purchase the below:

- A NewSprout NBN Broadband service.
- An Analogue Telephone Adapter (ATA) for your new VOIP service or a VOIP capable router which you can plug your existing phone into.
- An IP Phone.
- A small switch if your router does not have sufficient ports for the ATA or IP Phone.

Information about pricing for the below plans

**How much will I pay upfront?** The monthly fee of VOIP and NBN Broadband

Note: Our VOIP plans are only sold as an Addon to one of our NBN Broadband plans.

**VOIP charges:**

**Minimum Cost:** Monthly Fee + any additional hardware needed.

**How much will I pay each month for Residential VOIP?** \$20/month

**Setup Fee:** \$0 setup

**Modem/Router:** Wi-Fi Modems/Routers are available for purchase (configured and ready)

**Charges:**

VOIP Plan	Setup Fee	Minimum Monthly Charge	Standard Calls
VOIP (monthly) \$20.00 AUD	\$0.00	\$20.00	Included
<b>13 numbers, 1900 numbers, and any non-standard calls are NOT included:</b> Additional per minute fees apply			
<b>International Calls from Australia:</b> 120min included to specified countries* All other international calls additional fees apply.			
<b>Roaming:</b> No international Roaming included			

## CRITICAL INFORMATION SUMMARY

### For a cancelled service:

- No cancellation fee.
- The final monthly invoice is due in full. But no other monthly payments will be due, there is no contract locking you into future monthly payments.
- Please Note: No part-refunds or full-refunds will be provided by NewSprout for the final month for any cancelled service. Failure to give cancellation notice of the service at least 14 days before the next invoice's Due Date, or if the service is still active for part of the following month after cancellation has been requested, will result in an additional monthly invoice being generated. This invoice (together with any outstanding invoices) will become the final payment that is due in full.

### In summary:

- After cancellation, the final Month to Month bill is due in full together with any unpaid and/or outstanding fees

**Excess Usage:** Any excess Data or non-standard calls will be billed in addition to the monthly fee.

### Charges and Usage

1. Month to Month term
2. No credit card surcharge. No PayPal surcharge. EFT (or Bank Transfers) incur an admin charge of \$2 per transaction
3. Your service will be suspended until payment is received if you do not pay your bill by the Due Date.
4. A late payment fee of \$10 may apply if you don't pay your bill by the Due Date.

### Customer Service Details

1. For further assistance, please contact our customer service centre by emailing [support@newsprout.com.au](mailto:support@newsprout.com.au) or by calling 02 6687 6533
2. If you wish to make a complaint, please quote your Support Ticket ID when contacting our complaints resolution team. You can either email [support@newsprout.com.au](mailto:support@newsprout.com.au), call 02 6687 6533 or lodge your complaint on our website at [www.newsprout.com.au/contact-us](http://www.newsprout.com.au/contact-us).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by NewSprout, you may wish to contact the TIO, an independent dispute resolution body, by:

- a. calling 1800 062 058; or
- b. emailing to [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. faxing to 1800 630 614; or
- d. by post to PO Box 276, Collins Street West, VIC 8007.