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## Ready Net Go – Voice (VoIP) – Local, National Calls, Mobile & 13/1300

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### INFORMATION ABOUT THE SERVICE

Ready Net Go's Voice (VoIP) service allows you to make or receive calls over a high speed internet connection, instead of your traditional phone line.

#### *Requirements and Availability*

Ready Net Go's VoIP service is only available when bundled with a Ready Net Go fixed line broadband service.

You will require a VoIP-enabled modem (along with a handset) to connect your Ready Net Go VoIP service. Ready Net Go can sell you a suitable device at an additional cost.

A waiver of the Customer Service Guarantee is required for all VoIP services. VoIP is not sold as a standalone service.

#### *Minimum Term*

No minimum term applies for Ready Net Go's VoIP services.

#### *What is included*

This plan includes unlimited calls to local, national, mobile and 13/1300 numbers. Customers may also keep their existing home telephone number.

#### *What is not included*

Additional charges apply for calls to mobiles, 13/1300 calls, international calls, premium service numbers and other value added services. To use this service you must have an internet connection and compatible VoIP-enabled modem which is available for separate purchase or use your own.

### INFORMATION ABOUT PRICING

#### *Minimum Monthly Charges*

**\$25.00** when connected with no minimum term.

#### *Call Charges*

<b>Local Calls</b>	Unlimited
<b>National Calls</b>	Unlimited
<b>Mobile Calls#</b>	Unlimited
<b>Calls to 13/1300 Numbers</b>	Unlimited
<b>Calls to 1800 Numbers</b>	Nil
<b>Flat Fall Charge</b>	Nil
<b>International Calls*</b>	Different Rates Vary

\*For international rates, please see [www.readynetgo.com.au/](http://www.readynetgo.com.au/)

# Calls to Australian Mobiles are charged per 30 second block

#### *Total Minimum Plan Cost*

Our **\$25.00 plan**, has no minimum term

\*All rates quoted are inclusive of GST

#### *Early Cancellation Fees*

Termination of your service can be requested at any time, however, your service will continue to be charged until the end of the current billing period. Ready Net Go VoIP plans have no minimum term, and as a result no early cancellation fees are applied. Cancellation fees may apply for any bundled broadband service. Please refer to the Critical Information Summary for the relevant services for more information.

# CRITICAL INFORMATION SUMMARY



## *Setup & Installation / Other Fees*

No setup fees are charged with Ready Net Go's VoIP services.

VoIP-enabled modem (if supplied by us) is \$125.00 which includes Australia wide delivery.

## *What happens if I cancel my Ready Net Go service?*

If you've added Ready Net Go VoIP to your Ready Net Go broadband service and cancel your broadband service including by moving to another broadband provider, your Ready Net Go VoIP service may also be cancelled. Should you wish to keep your Ready Net Go VoIP service, please contact us on 1300 827 144

## OTHER INFORMATION

### *Usage Information*

Customers can obtain information on their VoIP usage by contacting our Customer Service on 1300 827 144 or email [customerservice@readynetgo.com.au](mailto:customerservice@readynetgo.com.au)

### *Important information*

The Ready Net Go VoIP service uses the Internet and will not work in the event of a power outage. We cannot guarantee that your Ready Net Go VOIP service will work 24/7, and we recommend that you do not rely on this service for making emergency calls, including calls to 000

### *Billing*

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month. This is called pro-rata billing.

### *Statements*

Ready Net Go will provide your statement electronically to your designated email account.

### *How to pay for your service*

You can pay for your service either by direct debit only using your credit/debit card. No additional fees apply for either transaction type.

### *Customer Service Contact Details*

Phone: 1300 827 144

Email: [customerservice@readynetgo.com.au](mailto:customerservice@readynetgo.com.au)

Website: [www.readynetgo.com.au](http://www.readynetgo.com.au)

### *Complaints and Disputes*

If you have a complaint or a dispute, please visit [www.readynetgo.com.au/contact](http://www.readynetgo.com.au/contact) where you will find full contact details for our complaints department. You may also lodge a complaint at [www.readynetgo.com.au/contact](http://www.readynetgo.com.au/contact) or by sending an email to [customerservice@readynetgo.com.au](mailto:customerservice@readynetgo.com.au)

### *Telecommunications Industry Ombudsman*

If you are not satisfied with how your complaint has been handled by Ready Net Go, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).