

Critical Information Summary-

nbn™ Home Line Plans

Residential

Information about the service

What is the service

BroadSignal's Home Line service uses **nbn™** infrastructure like Hybrid Fibre Cable(HFC), Fixed Wireless or Fibre to the Node(FTTN), to deliver the telephone to your home.

Where is it available?

The service is only available within a **nbn™** serviced area. To find out the latest details on **nbn™** availability, please visit our address checker at www.broadsignal.com.au

What do I need to access the service?

You will need:

- A VOIP adaptor or Modem which we can supply at a cost of \$169.
- Most handsets will plug into your voice only service, but we cannot guarantee that all handsets will work.

Important note for **FTTN** customers:

- Your existing copper phone line will be taken over by the new **nbn™** connection. This means that you need to transfer to a VOIP Phone service (internet based phone) or you will lose your current landline phone number.
- You may find that all the phone sockets in your home are disabled.
- If you would like to have two phone numbers that can also be arranged as a VOIP service

Minimum term of the service:

This service is either month-to-month with no fixed term, or 12 months contract.

What is included?

This service includes call waiting and Voicemail.

Qualifications

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill within 30 days
- You breach our "fair use" policy available at www.broadsignal.com.au/terms

Set Up Fee:

- \$149 for a monthly term
- \$49 for a 12 month term.

Wi Fi Modem Router fees

BroadSignal can provide an **nbn™** approved modem router if you do not have one. We use the new NetComm NF18ACV modem at a cost of \$169.



BroadSignal

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Other possible costs

Exit fee: Pre Term Cancellation Fee is \$132 for the 12 month contract.

Customer service

We have an Adelaide based team who can help you with any technical support, account or sales questions. Just give us a call on 08 8448 1120. Our support hours are constantly expanding – please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. To make a complaint email us at support@broadsignal.com.au

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint

Information about pricing

Plan	\$49	\$59
	National Local	National Premium
Local Calls	Unlimited	Unlimited
National Calls	Unlimited	Unlimited
Mobile Calls	-	Unlimited

Call Rates:

Plan	National Local	National Premium
Local Calls	Free	Free
National Calls	Free	Free
Mobile Connection Fee	\$0.25 per call	Free
Per Minute	\$0.25	Free
1300	\$0.35 per call	\$0.35 per call
1223 Directory	\$1.00 per call	\$1.00 per call
1225 Directory	\$3.00 per call	\$3.00 per call
International	See Rate Card	See Rate Card