



Critical Information Summary:

Voice over Internet Phone (VoIP)

Loadednet Pty Ltd

ABN: 31 114 561 876

www.loadednet.com.au

INFORMATION ABOUT SERVICE:

- Your Loadednet VoIP Service allows you to make and receive phone calls, like you do using a regular phone, however instead of your calls being delivered over a regular phone line they travel over your high speed internet connection.
- An active fixed line internet service is required to connect a Loadednet VoIP or VoIP + Broadband service.
- You will require a VoIP ATA (analogue telephone adapter) or VoIP ready combo modem for connection, if you don't already have one, Loadednet can sell you a suitable device at an additional cost.

THE OFFER EXCLUDES:

- For Super Saver Plan excluded calls are calls to 13/1300 numbers, Australian mobiles, international calls, and premium service numbers. Charges to these services will apply and are outlined on our website.
- For Extreme Saver Plan excluded calls are calls to 13/1300 numbers, international calls, and premium service numbers. Charges to these services will apply and are outlined on our website.
- Loadednet VoIP services require an internet connection which customers can source from Loadednet or separately.
- A compatible VoIP ATA (Cisco SPA112 - <https://www.cisco.com/c/en/us/products/unified-communications/spa122-ata-router/index.html>) or VoIP combo modem (Netcomm Wireless NF10WV - <https://www.netcommwireless.com/product/vdsl-adsl-n300-wifi-gateway-voip>) is required and customers can source from Loadednet or separately.
- Optional porting of existing landline number to VoIP (available for a one-off fee of \$12.00).

INFORMATION ABOUT PRICING:

- Monthly Pricing - \$12.95 for Super Saver, \$34.95 for Extreme Saver.
- Standard Charges:
 - Local Calls - Included in all plans
 - National Calls - Included in all plans
 - Mobile Calls - Included in Extreme Saver plan, Super Saver = \$0.15 per minute (\$0.30 for 2 min standard national mobile call)
 - 13/1300 Calls - \$0.35c per call.

CHARGES TO INTERNATIONAL NUMBERS

- You will be charged if you make calls to international numbers. To view international rates to overseas destinations see call rates under the VoIP section of our website: www.loadednet.com.au.

THE MINIMUM TERM IS:

- Not applicable – we have no minimum term

THE OFFER INCLUDES:

- Unlimited standard local and national calls on our Super Saver Plan
- Unlimited standard local, national and Australian mobile calls on our Extreme Saver Plan
- One concurrent call

IMPORTANT CONDITIONS OF THE OFFER:

- VoIP phone services will not operate in the event of a power failure or internet service outage ATA VoIP box or upgraded router fee (if required) and ported landline number to VoIP one-off fee (optional) will be on your first invoice.
- All access fees are billed one month in advance – your first invoice will be pro-rated to include service commencement date and service access fees up to one month in advance of the current month of billing.
- All invoices will be emailed unless you request them to be sent by mail (\$2.20 postage fee applies).
- 30 days written notice (email, fax or letter) is required from you for disconnection (or 30 days access fees charged).
- A \$15 (incl GST) late payment fee may apply if an invoice is not paid by the due date.
- A 1.5% (incl GST) credit card surcharge applies for all credit card payments.
- Call out fees may apply for customer faults where the fault is deemed to be customers own.
- Customer can make payment by BPAY (details are on individual invoices), Direct Debit (form can be provided), Cheque, Cash or over the phone.

THE MAXIMUM MONTHLY CHARGE IS:

- Monthly plan fee plus \$15 late fee (if applicable) plus 1.5% credit card surcharge (if applicable) plus applicable VoIP call charges.

THERE IS NO MAXIMUM EARLY TERMINATION CHARGE

THE TOTAL (MINIMUM) COST OVER THE MINIMUM PLAN TERM IS:

- Total minimum cost would be: ATA or upgraded router fee (if required), monthly access fee plus any applicable call charges.



CONTACT DETAILS:

- Our website is www.loadednet.com.au.
- For Sales, Support, or Accounts please visit our website or call 1300 851 154.

OUR SERVICE COMMITMENT:

- We will provide 30 days written notice for any pricing changes or if we cancel a service.
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (eg. Telstra, Optus).
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email accounts@loadednet.com.au or call us on 1300 851 154.
- Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on [our website](#).

The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact www.tio.com.au

Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)
Fax: 1800 630 614
Postal: PO Box 276, Collins Street West, VIC 8007