



**Critical Information Summary**

**VOIP : Voice Over IP**

**Information About The Service**

*The service:*

RBE VOIP service enables you to make telephone calls over your ADSL or Wireless Broadband internet connection. You do not have to be an RBE Internet Customer to use our VOIP service however our network is engineered to give maximum performance for VOIP and we cannot guarantee the quality of service via another Provider.

*Mandatory components:*

We recommend TPLink VOIP/Routers

*Minimum term:*

There is no minimum term for this service.

*Important conditions:*

**Information About Pricing**

*Minimum and Maximum monthly charge:*

Your monthly charge relates directly to the number of calls you have made during that month and are charged at the rates listed here :

<b>RBE Internet : Wireless Broadband VOIP Plan</b>		
Internet Phone	\$5.00 pm	Includes your telephone number and number porting
Pay as you GO	\$.10c pmin	Calls to mobile phones
	\$.12c p call	Calls to landlines : untimed
Standard Call Bundle*	\$15.00 pm	Includes all fixed line calls nationwide
Premium Call Bundle*	\$25.00 pm	Includes all fixed line calls nationwide AND all calls to mobile phones
International Calls	Call us	We have separate pricing for international calls by Country
1900 Calls	Blocked by default	Available on request

\*Fair Use policy applies : These bundles are for residential use : Business plans are available.

*Early termination charges:*

There are no early termination charges.

*Unit Pricing Information: see above*

**Other Information**

*Usage information:*

You will be provided with secure log on information to view your calls made and invoices.

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 08 88622134 or by sending an email to [admin@rbe.net.au](mailto:admin@rbe.net.au) if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>