

Critical Information Summary

NBN Phone Plans - Fibre To The Premises (FTTP)

This will take you through critical information regarding the Astron NBN phone plans for FTTP.

Information About the Service

The Astron NBN phone plans allow access to broadband telephony services through connectivity to the National Broadband Network (NBN). You need to access the NBN to be able to use Astron's NBN phone services. For more information about the NBN and about NBN Co which is building and operating the NBN, visit nbnco.com.au.

The Astron Budget Bundle plan is only available when paired with an active Astron NBN data plan. If your NBN data plan is cancelled, your Astron Budget Bundle plan will also be cancelled. Full details on NBN data plans are available at astron.net.au/terms-and-conditions.

Service Availability

The Astron NBN FTTP phone plans are not available in some areas. The service relies on the NBN to operate so if the NBN service suffers an outage the telephone will be out of service until the outage is restored. The service also requires power to operate so if the power fails the telephone will be out of service unless you opt to install a battery backup which you need to decide prior to installing the NBN service.

Equipment Required

Astron's NBN FTTP phone plans run over the NBN network, your standard telephone handset plugs directly into the NBN Network Terminal Device (NTD) that is installed inside your premises by the NBN Co. Astron provides telephone support for the installation of this service but if there is a requirement for a technical visit this will be charged to you at a quoted rate.

Minimum Term

The Astron NBN phone plans have a minimum term of 1 month. The Astron Budget Bundle plan must be paired with an Astron NBN data plan which has a minimum term of 24 months.

Exclusions and Limitations

The Astron NBN phone service is for residential only. The Astron NBN phone service does not support priority assistance, medical alert/emergency call systems or calls to numbers beginning with 19/1900 or 0500, fax services or back to base alarms.

Astron may require you to pay your bill by direct debit from your credit card or bank account in order to use our services.

Installation

Astron provides telephone support for the installation of this service but if there is a requirement for a technical visit, we will charge you an additional fee. We will provide you with pricing information for the visit in advance and only proceed if you agree.

Information About Pricing

	Budget Bundle - FTTP	Budget Standalone - FTTP
Minimum monthly charge for phone service	\$4	\$39.95
Local calls	\$0.25 per call	\$0.25 per call
Standard national calls	\$0.08 per minute; plus \$0.09 connection fee	\$0.08 per minute; plus \$0.09 connection fee
Standard calls to Australian mobiles*	\$0.19 per minute; plus \$0.09 connection fee	\$0.19 per minute; plus \$0.09 connection fee
International calls**	From \$0.15 per minute	From \$0.15 per minute
13/1300 calls	\$0.38 cents per call	\$0.38 cents per call
1800 calls	Free	Free
Caller ID available	Free	Free
Calling ID available	Free	Free
Call waiting available	Free	Free
Minimum term	1 month	1 month
Minimum term cost	\$4	\$39.95
Termination fee if cancelled after 1 month	None	None

An additional once off \$300 NBN Co New Development charge applies if your premises is identified by NBN Co as being within the site boundary of a new development.

* Calls to Australian mobiles are charged per 30 second block

** International rates vary by destination, full rates at astron.net.au/terms-and-conditions

All prices are inclusive of GST

Other Information

Usage Information and Customer Service

If you require usage information or customer service, please call us on 1300 72 42 72 between 10am and 7pm AEST, Monday to Friday or between 10am and 5pm AEST on a Saturday (excluding public holidays). Usage information may be up to 48 hours behind real time.

Customer Complaints

If you have a complaint or a dispute about your service, please call us on 1300 72 42 72 between 10am and 7pm AEST, Monday to Friday or between 10am and 5pm AEST on a Saturday (excluding public holidays). If you are dissatisfied with the response from our customer service representative you can email your complaint to complaint@astron.net.au.

If Astron doesn't resolve your complaint to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or at tio.com.au.

Terms and Conditions and Application Form

Astron's services are provided subject to our full terms and conditions available at astron.net.au/terms-and-conditions and our NBN Data & Phone Services Application Form.



Astron

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PO Box 210
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astron.net.au

Customer Service

1300 72 42 72