

# RBE VOIP Phone Critical Information Summary

## Current at July 2020

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

## Setup and Equipment costs

(ie: Mandatory Telecommunications Goods)

You will require a VOIP enabled modem or secondary VOIP gateway for this service. The monthly fee does not include the cost for a VOIP gateway or modem but you may purchase these from us at an additional cost. Please contact us for further information.

Transfer ("porting") Existing Phone number	\$50* – Once off cost
New Phone Number Order	\$50 – Once off cost

\* Please inquire first as different service providers have other hidden costs as part of transfer fees.

## Minimum term

The service is available with no minimum term but service is provided on a monthly basis. Cancellation will require you to pay the remainder of the monthly billing periods fees.

## Important conditions

This service may not be available at your location. Certain speed and internet connection quality levels are required for VOIP to function acceptably. Call to confirm availability if needed. These plans are not intended for use overseas or usage outside Australia.

## Obtaining Consent

RBE will require and retain on file consent to establish your connection in the form of:

An order form, either signed, or originating from a email account that we have on record as owned by the purchaser  
Where possible, a copy of the most recent previous suppliers invoice

## Early termination charges

If you cancel your service prior to the end of your current monthly billing cycle you will be required to pay for the remainder of the monthly billing cycle, and any outstanding call charges.

## 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>

## Customer Service

We are committed to providing you with excellent service. Please contact us by calling 08 8862 2134 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 complaint.

## Monthly Minimum Charges

Service	Monthly Fee	Whats included	Min. Cost per month
<b>Pay as you go**</b>	Depends on calls made	No call credit Call rates listed below	Depends on calls made
<b>Standard Call Bundle**</b>	\$15/monthly	Includes all fixed line calls nationwide	\$15
<b>Premium Call Bundle**</b>	\$25/monthly	Includes all fixed line calls nationwide AND all calls to mobile phones	\$25

## Call rates

Destination	Fee	Call time units	Flagfall
Australian Landline	\$0.12 GSTInc	Per Call	\$0
Australian Mobiles	\$0.15 GSTInc	Per Minute	\$0
13/1300 numbers	\$0.32 GSTInc	Per Call	\$0
1900 numbers	Blocked by default	Available on request	\$0
Outside Australia	Varies * country to country	Per Minute	\$0

\* International call costs vary from country to country. Please inquire about desired call destination costs

\*\* Fair Use Policy – Standard Call Bundle and Premium Call Bundles are for residential use. Business Plans available

## Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to use additional calls beyond your included credit. Excess call costs will be charged according to the Call rates (as listed on our call rates page) and will be added to your next monthly invoice.

## Tracking your spend

At any time :

- You can log in to your VOIP account to view your spend
- You can request a log of usage by sending an email to

[admin@rbe.net.au](mailto:admin@rbe.net.au) or by calling us on 08 8862 2134

This is a summary only. Please contact us for further information or visit our website

## Education Pages to Assist you understand Telecommunications Concepts

[The Communications Alliance Broadband Education Package](#)