

# NBN Talk Plan



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **NBN Talk plan**.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid landline service delivered on the NBN. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones.

Depending on your requirements, you may choose between two service options:

- Analogue Voice: delivered using a UNI-V port on the NBN Connection Box in NBN Fibre areas.
- Voice: delivered using a Home Network Gateway (provided by us) connected to a UNI-D port on the NBN Connection Box in both NBN Fibre and Fixed Wireless areas.

Only the Analogue Voice service will be battery backed-up by the NBN Co supplied Power Supply Unit (PSU and battery) so you can use your telephone service to make and receive calls during a power outage.

The NBN Co supplied first battery will only provide back up power for your Analogue Voice service. The battery will provide power for up to 8 hours if supporting a single Analogue Voice service.

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service

### MINIMUM TERM

If you select the Voice option with Home Network Gateway, the minimum term is **24 months**.

If you select the Analogue Voice (UNI-V) option, no fixed term contract applies.

### What's Included and Excluded?

The following calls are included at no additional charge:

- Calls to Local and National numbers
- Calls to Mobiles

Additional charges apply for all other call types.

### Information about pricing.

Your minimum monthly charge is **\$75.00**

The following charges apply for your calls:

- Calls to 13/1300 numbers: **36¢ per call**

Calls are charged in per second increments.

## CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see [www.nobleheart.com.au](http://www.nobleheart.com.au)

## CONNECTION CHARGES

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

If you select the Voice option, the service includes a Self Installation Kit of the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of **\$259.78 inc GST** applies.

Contract Term	Installation Fee (Self Installation Kit of HNG)	Installation Fee (Professional Installation of HNG)
24 Months	FREE	\$259.78

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives. You may not have the Analogue Voice option in a Fixed Wireless area.

## EARLY TERMINATION

If you select the Voice option, the ETF is **\$15.00** multiplied by the remaining months of your contract term.

If you select the Analogue Voice option, there is no early termination fee (ETF).

## CUSTOMER SERVICE GUARANTEE

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.

All prices Inc GST

 **1300 006 416**

 **connected@nobleheart.com.au**

 **www.nobleheart.com.au**



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### Other Information

#### AVAILABILITY

NBN Analogue Voice and Voice is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN.

You must check with us whether we can deliver a service to your location.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

#### EQUIPMENT

In order to have the Voice service, you must take the Home Network Gateway which is provided at no cost if you choose the self installation option. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$69.81 if you receive the replacement modem via self installation kit or \$259.78 if a technician attends site.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### SILENT LINE

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged **\$2.93** per month.

#### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 006 416** so we can serve you better. Or you can visit us at [www.nobleheart.com.au](http://www.nobleheart.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.nobleheart.com.au](http://www.nobleheart.com.au)

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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