

Critical Information Summary

Information about the service – *Wimmera Broadband VoIP*

Description of the service

Wimmera Broadband (Hyperwave) provides Voice over IP (internet telephone) services for customers connected to the Hyperwave Broadband network. This allows you to make and receive phone calls worldwide.

Minimum term

Wimmera Broadband VoIP plans have no minimum term; however, you must have an active Internet service through our network.

Service availability and coverage

Plans are only available to customers with active Wimmera Broadband (Hyperwave) Internet services.

This ensures we can deliver you the clearest voice experience possible and help protect against other parties fraudulently incurring costs from your service.

If you cancel your Wimmera Broadband (Hyperwave) Internet service, your VoIP account will also be closed. This may result in forfeiture of your assigned phone number.

Requirements

You are required to waive your rights under the Telecommunications (Customer Service Guarantee) Standard 2011 ("CSG Standard") in order to access this product. Please see the application form for details.

You will require compatible equipment to use your VoIP service. Pre-configured plug and play devices are available starting at \$169.

Hyperwave can supply pre-configured equipment at the following rates :

Netcomm router : NF18ACV : \$169. This may have been supplied to you during activation of your Internet service with us. You simply plug your existing phone into this unit once your service has been activated.

Included features

Your VoIP service includes as standard : Inbound and Outbound calling, caller ID, voicemail to email (with your own personal greeting), call waiting, call forwarding, untimed local and national calls, no flagfall. Some plans offer included calls in the base monthly fee.

Information about pricing

Setup and Cancellation Charges

There are no setup or cancellation fees.

Keeping your own phone number

You may be able to retain your existing phone number by "porting" it to us.

We can only advise if porting your number is possible once you have an active VoIP account.

A once-off fee of \$49 may apply to porting a single number (simple) or \$269 (complex). We will advise you which process applies.

Monthly charges

The below table shows the charges applicable to each package.

The minimum monthly charge equals the Minimum Total Cost of your plan.

	Talk Less / Biz	Talk Sometimes	Talk Always	SmallBiz (2 lines)
Monthly Fee	Free of charge	\$10.00	\$20.00 (seniors \$15)	\$40.00
Phone number	Included free	Included free	Included free	Included free
Flagfall	No cost	No cost	No cost	No cost
Included calls	None	Local and National landlines	Local and National landlines ; Australian Mobiles	Local and National landlines ; Australian Mobiles
Local and National calls to landlines	15 cents untimed	Included	Included	Included
Calls to Australian Mobiles	22 cents per minute	22 cents per minute	Included	Included
Cost of a standard 2 minute national mobile call (inc. flagfall)	44 cents	44 cents	No cost	No cost
International calls	From 5 cents per minute to some countries ; see our website for up to date details	From 5 cents per minute to some countries ; see our website for up to date details	From 5 cents per minute to some countries ; see our website for up to date details	From 5 cents per minute to some countries ; see our website for up to date details

Timed calls are charged per thirty second block or part thereof.

Maximum early termination charges

None ; However you must have an active Internet service through us to access our VoIP products.

Other information

Emergency calls, fax, alarm dialers and modems

VoIP will not work if there is a power outage, if your Internet service is offline, or during scheduled network maintenance by us or our upstream providers. You will need to rely on alternative means to contact Emergency Services, such as via mobile telephone (000 or 112).

VoIP is unsuitable for use with facsimile machines, alarm dialers, analogue modems or any other application apart from the transmission and reception of voice communications. Your Internet usage may affect call quality.

VoIP usage

The customer portal is located online at <https://portal.hyperwave.com.au> or via the link at <https://wimmera.hyperwave.com.au/> .

Customer Service

Our technical assistance, billing and sales people can assist you Monday to Friday 0900-1800 EST by calling 1300-497-379.

Dispute Resolution

We take Customer satisfaction very seriously. If you remain unsatisfied please email us at customercare@hyperwave.com.au. If your issue remains unresolved you may contact the TIO (Telecommunications Industry Ombudsman). They can be contacted by phone on 1800 062 058 or <http://www.tio.com.au/making-a-complaint>.

This document is a summary only. Full terms and conditions can be found inside our Standard Form Of Agreement, available on our website.