

Critical Information Summary

For your Tangerine Home Voice service

Information about the service

Minimum Monthly Charge	\$10.00 (inc GST)
Minimum Term	One month
Unlimited standard national calls to fixed and mobile	Included, subject to Tangerine's Fair Use Policy
Voicemail, call forwarding, calling line identification and caller number display	Included
13/1300	Additional pay as you go charges apply. See below for details.
International Calls	Disabled by default. If we agree to enable international calling on your service, available destinations and applicable pay as you go charges are set out at www.tangerinetelecom.com.au/home-phone-international-call-rates
Number porting	No charge. Available during normal business hours only.
Satellite and premium rate services	Calls to and from these services are not available.

Service Description

A Tangerine Voice service is a phone service delivered over the internet and can be used to make and receive calls. It is only available to residential customers as an add-on plan in combination with an active Tangerine internet service. A Tangerine internet service may not be available in all areas or premises. If a Tangerine internet service cannot be connected at your address for any reason, we will not be able to provide you with a Tangerine Voice service.

This service is provided on a no lock-in contract basis and has a 1-month minimum term. You can cancel your service at any time before the end of your current billing period. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date. Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of a month.

Mandatory Components (not included with plan)

You require a Tangerine internet service and:

- a compatible IP handset; or
- an analogue telephone adapter (ATA); or
- our softphone application installed and correctly configured on a connected compatible computer,

to use this service. You are required to install all equipment and applications you use with your service.

A Tangerine Voice service is only available if you have an active Tangerine internet service. You can utilise an existing

Tangerine internet connection or purchase a new plan from Tangerine at the prices and on the terms set out on the Tangerine [website](#). If your Tangerine internet service is cancelled, we may also terminate your Tangerine Voice service automatically on the same day.

Key Details

Your Tangerine Voice service allows you to make and receive phone calls.

Important:

- If there is an internet outage at your premises due to power or other faults, your Tangerine Voice service will not work and you cannot make or receive calls, including to emergency services, unless you have a fibre-to-the-premises internet connection with a functional back-up battery. This service is therefore not suitable if you require an uninterrupted phone service with access to 000 emergency services.
- Priority Assistance is not available on this service. If you require Priority Assistance, please seek a provider that can offer this service, such as Telstra.

What's included?^

- Unlimited standard national calls to fixed numbers
- Unlimited standard national calls to Australian mobile numbers

What's excluded?

- Calls to 13/1300 numbers are available at additional pay as you go charges specified below.

- Calls to and from international destinations are disabled by default. See below for further details.
- Calls to and from satellite and premium rate services (i.e. 1900 calls) are not available with this service.

^All Tangerine plans are subject to the Tangerine Fair Use Policy available on our the [Policies](#) page of our website.

CSG Waiver

Your Tangerine Voice service is offered to you on the basis that you agree to waive the Customer Service Guarantee on this service. For More information, see the CSG Waiver on the [Policies](#) page of our website.

Charges

Your minimum monthly charge for your Tangerine Voice service is \$10.00. This is in addition to the minimum monthly charge you pay for your associated Tangerine internet service. If you cancel your Tangerine internet service, we reserve the right to cancel your Tangerine Voice service. In the meantime, while the Tangerine Voice service is active, the minimum monthly charge will continue to apply.

Pay as you go charges apply to non-standard calls that are not included with your plan, as follows:

Calls to 13/1300 Numbers	45c per call
International calls	Disabled by default. If we agree to enable international calling on your service, the available destinations and applicable pay as you go charges are set out at www.tangerinetelecom.com.au/home-phone-international-call-rates .~
Time call billing increment	60 second block for international calls

~ Due to the variable nature of international call pricing offered by third party providers, Pay As You Go Charges applicable to international calls are subject to change at any time on three (3) days prior notice and the revised charges will be published on our website.

NOTE: You are responsible for ensuring that the equipment you use in connection with your Tangerine Voice service is secure. We are not liable for call charges resulting from toll fraud and we reserve the right to pass such charges on to you in full.

Other information

Usage management

Monitor and manage your usage through the [Self Care portal](#) or by calling us on 1800 211 112.

Spend management

A spend management tool is available to all Tangerine customers free of charge via the [Self Care portal](#).

Service details and coverage

Tangerine is your service provider and is responsible for providing the service to you. We are not affiliated or related to Vocus or NBN Co in any way.

Billing

We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issues on the date that your first service was activated. It is free to receive your monthly bill online via the [Self Care Portal](#) or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service:

- on your invoice;
- in the [Customer Portal](#); or
- by contacting Customer Service.

Additional account fees

The following account fees apply:

Non-direct debit fee: \$3.50

Bounced payment fee: \$5.00

Paper Bill Fee: \$3.50 (available on request only)

Late Payment Fee: \$15.00

VISA/Mastercard surcharge: 1%

American Express Surcharge: 2%

PayPal Surcharge: 1%

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$15.00 applies.

We Are Here to Help

If you have any questions, call us on 1800 211 112, so we can serve you better. Or you can visit us at tangerinetelecom.com.au for additional information.

Complaints

If you have any concerns or complaints, access our complaint resolution process at tangerinetelecom.com.au/policies (click on 'Customer Complaints Handling Policy').

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

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page of our website.