

Critical Information Summary

Powercom Pacific NBN Voice Add-ons

Information about the Service

The Powercom Pacific NBN Voice Add-ons are an NBN telephone service that give you a telephone number and enables you to make and receive calls over your existing Powercom Pacific NBN broadband service. You can keep your existing fixed line telephone number.

Requirements for NBN Voice Add-ons

You require an active Powercom Pacific NBN Broadband internet service.

Minimum Terms

All NBN Voice Add-ons are provided with no lock in contract. The minimum term is 1 month.

What is Included

Local, National and calls to any Mobile in Australia are included with the Complete Voice Add-on, Local and National calls are included in the Value Voice Add-on.

What is Not Included

Local calls that are forwarded from the service, National calls that are forwarded, Mobile calls that are forwarded, 13/1300 calls, International calls and other premium service numbers such as 19, 0198 numbers. Please refer to our website <http://www.powercompacific.com.au/nbn-voice-charges/> for those standard charges.

Information about Pricing

Call type	Description	NBN Voice Add-on Charges		
		PAYG	Value	Complete
Local Calls	Untimed	16.5c	Included	Included
13/1300 Calls	Untimed per Call	55c/call	55c/call	55c/call
National Calls to Landlines	Connection (Flagfall)	11.5c/call	Included	Included
	Per Minute	16.5c	Included	Included
National Calls to Mobiles	Connection (Flagfall)	11.5c/call	11.5c/call	Included
	Per Minute	30c	30c	Included
International Calls	Connection (Flagfall)	11.5c/call	11.5c/call	11.5c/call
	Per Minute	Refer to Powercom Pacific Website*		

*International Call Rates - <http://www.powercompacific.com.au/nbn-voice-charges/>

Other Information

Usage Information

Powercom Pacific customers can obtain account information and usage in the Customer Portal via our website at <https://customerportal.telcoinbox.com/index.php?r=site/login&id=28>

Customer Service Contact

You can contact our Powercom Pacific Customer Support representatives for billing, sales or support via email at enquiries@powercompacific.com.au; or telephone on **1300 731 503**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing wither via email to enquiries@powercompacific.com.au or via hard copy to:

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Powercom Pacific
Att: Operations Manager
PO Box 1749
Geelong VIC 3220

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint

This document is a summary only, for Full Terms and Conditions please visit our website at <http://www.powercompacific.com.au/>

