



## Critical Information Summary

### Information about the Service

Flip TV's NBN Home Plans are designed to provide residential Internet and Home phone over the National Broadband Network (NBN) in Australia. Speed options of up to 5Mbps to 12/1Mbps, 15Mbps to 25/5Mbps, 25Mbps to 50/20Mbps

**Inclusions** - NBN Unlimited Data and Home Telephone line. Speeds available up to 5Mbps to 12/1Mbps, 15Mbps to 25/5Mbps, 25Mbps to 50/20Mbps

**Exclusions** - Flip TVs NBN service will only operate in NBN enabled areas and is conditional on our supplier having network coverage. These plans are subject to Flip TV's Acceptable Use Policy

**Customer Service Guarantee** FlipTV NBN Bundle/Phone plans are optimise to represent the best possible value and as such, it is a condition in accepting this service that you agree to waive CSG. (Customer Service Obligation) as pertaining to NBN Phone service. (FlipTV NBN Phone /VoIP services under this clause are designated as a standard Telephony service.) For full details of the Telecommunications Act - CSG Click here. <http://www.acma.gov.au> or alternatively, call contact FlipTV Sales on 1300 354 788. **Telephone Service during a Power Outage.** - During a power failure your Flip TV NBN phone will not operate nor will you be able to make or receive calls, including emergency calls i.e. 000. Further, Flip TV NBN phone plans will not support Priority Assistance. E.g. Medi Alert. If you have a requirement to use an alarm service that is dependant on the availability of the Phone service, it is paramount that you consider the provision of a suitable Battery backup unit for use in the event of a power outage. Flip TV does not supply a battery backup with the power supply. Further information is available on [www.nbnco.com.au/battery](http://www.nbnco.com.au/battery)

**Equipment** - You will need a compatible NBN/VoIP Modem router and an Analogue handset for the phone line (plugged into your Modem Router"). Modems can be purchased from Flip TV at a charge of **\$119.00 including GST. Incompatible Equipment** - Flip TVs NBN service will work in most situations, support a wide range of devices however, particularly with older equipment based on analogue technology i.e. back to base alarms, faxes, etc, there maybe instances of non - compatibility. Please refer to your manufacturer instructions for any compatibility issues.

**Minimum term** - The Home NBN plans have no minimum commitment. These are month to month. For cancellations 30 days notice is required. 18 months Contracts are also available.

### Information about Pricing

Plan	Speed	Value 12 5Mbps to 12Mbps	Family 25 15Mbps to 25Mbps	Fast 50 25Mbps to 50Mbps
<b>Monthly charge</b>		<b>\$49.00</b>	<b>\$59.00</b>	<b>\$79.00</b>
Data Included		Unlimited	Unlimited	Unlimited
<b>Initial Setup Fee (No Lock in Contract)</b>		\$79.00	\$79.00	\$79.00
<b>Cost in the first month (No Lock in Contract)</b>		\$128.00	\$138.00	\$158.00
<b>Initial Setup Fee (12 months)</b>		\$29.00	\$29.00	\$29.00
<b>Cost in the first month (12 Months)</b>		\$78.00	\$88.00	\$108.00
<b>Total Minimum Plan Cost (12 months)</b>		\$617.00	\$737.00	\$977.00
<b>Initial Setup Fee (18 months)</b>		\$0.00	\$0.00	\$0.00
<b>Cost in the first month (18 Months)</b>		\$49.00	\$59.00	\$79.00
<b>Total Minimum Plan Cost (18 months)</b>		\$882.00	\$1,062.00	\$1,422.00



Optional NBN Phone Packs			
Phone Plan	Pay as you go	Standard	Bonus
<b>Monthly Charge</b>	<b>\$0.00</b>	<b>\$9.95</b>	<b>\$19.95</b>
Local Calls	20c	Included	Included
National Calls	9c p/m	Included	Included
Mobile Calls	18c p/m	18c p/m	Included
13/1300 numbers: 35 cents per call. International Call rates can be viewed at <a href="https://www.fliptv.com.au/home/pdf-doc/International%20rates%20on%20nbn.pdf">https://www.fliptv.com.au/home/pdf-doc/International%20rates%20on%20nbn.pdf</a>			
Flagfall fee of 30 cents applies for all timed calls except included calls.			
Mobile Calls are only Australian Mobiles.			

**NBN Development Charge** - As of 1st April 2016, NBN Co has implemented a Development charge of \$300.inc GST for new sites that they are classify as "New Development. Flip TV, during the provisioning process will advise you of your site classification and you will have the option to proceed with the order.

**Early Termination Fee** – Early Termination fee of \$99.00 applied for services cancelled, churned or ported within the 12 or 18 months contract periods.

**Billing information** - Flip TV will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Packs provides exemptions. I.e. Standard Phone Pack is inclusive of Local, National and Bonus Pack is inclusive of Local, National and Mobile calls. The first Billing invoice will be a pro-rata from the date that you joined Flip TV and a month in advance for all NBN plan charges. Call charges are only for the month of billing. Eg The calls that you have made in May are sent to you in June.

## **Other Information**

To obtain data on your Call usage prior invoices , check you're My Account, or contact FlipTV customer Service on 1300 354 788 during business hours or email [enquiries@FlipTV.com.au](mailto:enquiries@FlipTV.com.au)

If you have any concerns about the service we are providing to you, please contact us at your convenience. **How to contact Flip TV** - Flip TV's call center is situated in Australia and we are available six days a week during the following hours: Mon-Fri 9:00am-7:00pm, Sat 10am-3pm. Sun Closed.

**Customer Service Enquiries** - 1300 354 788, +61 2 9344 1672 (Outside Australia)

**Email Enquires** [enquiries@FlipTV.com.au](mailto:enquiries@FlipTV.com.au)

**Fax number** 02 9314 1717

**Postal address:** Flip TV Pty Ltd, Locked Bag 9004, Maroubra NSW 2035

**Customer Service Guarantee** - Flip TV NBN Phone plans are optimise to represent the best possible value and as such, it is a condition in accepting this service that you agree to waive CSG. (Customer Service Obligation) as pertaining to NBN Phone service. (Flip TV NBN Phone /VoIP services under this clause are designated as a standard Telephony service.) For further information contact Flip TV on 1300 354 788 For full details of the Telecommunications Act - CSG Click here. <http://www.acma.gov.au>,

**TIO Contact Details** - If you are not satisfied with our complaint handing process and you have communicated your concerns with a Senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.