

## Critical Information Summary: Home Phone

### Description of the Service

VoIP (SIP) service which provides voice calling over Quokka Net's network to your phone device.

### Plan Summary

Plan	Home Phone
Monthly Fee	\$25.00
Calls to AU Local Phone Numbers	Included
Calls to AU National Phone Numbers	Included
Calls to AU Mobile Numbers	Included
Calls to 13/1300 Numbers	\$0.30 per call
Calls to International Numbers	From 2c per minute

#### Call Cost to an Australian Mobile

The cost of a 2-minute call to an Australian mobile number is Included.

#### What is required to use this service?

- A VoIP (SIP) compatible phone handset or analog telephone adapter and handset.
- An Internet connection.

#### Number Porting Fees

If you wish to transfer your existing phone number from another carrier, the following number porting fees will apply:

- Simple (CAT A) Number port - \$30.00
- Complex (CAT C) Number port - \$120.00

#### Minimum Term

Plans are month-to-month with no lock-in period. Your service will automatically renew each month unless cancelled before the renewal date.

#### What is Included

- Ability to make and receive telephone calls.
- Competitive call rates.

#### What is not Included

- Phone Device Hardware.
- Dishonour and late payment fees
- Number porting fees (apply if you wish to transfer your number from another carrier).

#### Important Restrictions

- This service is not suitable for use with Mobile Broadband.

#### Important Qualifications

- We may suspend or cancel the service if:
- You do not pay your bill
- Breach our fair use policy - <https://quokkanet.au/fair-use/>
- You are abusive to our staff

### Other Potential Costs

- If you don't have a VoIP (SIP) compatible phone handset or analog telephone adapter and handset, you can purchase one from us.

### Emergency Calling

Our VoIP (SIP) service is not intended for emergency use, as it will not function during a power outage or network failure, and its reliability in emergencies cannot be guaranteed. If you require a phone service for emergency situations, we recommend exploring alternative options.

### Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting - <https://quokkanet.au/about/legal/>

### Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)