

Information About the Service

The Service

Unlimited DPS is a Video and Voice over Internet Protocol (VoIP) service.

Bundling requirements

We do not require that you bundle this service with any other service.

Equipment

Although not compulsory, ACN offers equipment in conjunction with this plan. To make calls you will need a standard (analogue) telephone handset used in conjunction with an ATA (Analogue Telephone Adaptor) to connect to the Ethernet port of your ADSL2+ modem router, or an alternative VoIP Gateway device.

Minimum term

There is no minimum term.

Availability

The Unlimited DPS Plan is available to residential and small business customers. The Digital Phone Service has a Residential grade level of service and should not be used for anything other than small or home office business applications. For technical and commercial reasons the service is available only in limited areas.

Information About Pricing

Minimum monthly charge

Your minimum monthly charge is \$24.95 – you pay an additional amount for the calls you make each month which are not included in the minimum monthly charge.

Total minimum cost

Where the Unlimited DPS plan is taken on a month-to-month basis, the minimum term is one month and the minimum cost is \$53.95 (\$29 connection and \$24.95 Unlimited DPS).

Where the Unlimited DPS plan is taken over a 12 month term, the minimum cost is \$299.40.

Early Termination Fee (ETF)

If you take the Unlimited DPS plan on a 12 month term and the service is disconnected for any reason within that term, an ETF of \$10 per month for each remaining full or partial month of the 12 month term, plus any outstanding charges and any remaining installments for equipment purchased in conjunction with the plan, is payable immediately. Your Maximum ETF is \$120.

What it costs for some basic usage

Usage	Cost
Making a two minute standard national mobile call	50¢

Included calls

The minimum monthly charge includes:

- Unlimited ACN-2-ACN calling to other ACN digital phone services across Australia and to 23 other countries (subject to ACN’s Acceptable Use Policy)
- Unlimited local and national calls to fixed wire phone services within Australia (subject to ACN’s Acceptable Use Policy)

Call charges

Description	Rate
Local Calls	Free
National Calls	Free
Calls to Australian Mobiles	25¢ per minute
Calls to 13/1300 numbers	30¢ untimed
Calls to other International numbers	View rates at: acnpacific.com.au

Service connection charges

The transfer (porting) of your current fixed wire phone number to an Unlimited DPS service is not currently supported.

A connection charge may apply, depending on the committed term.

Description	Charge
Connection charge (month-to-month)	\$29
Connection charge (12 month term)	Nil

Connection timeframes

Once we have accepted your application, we’ll connect your service as soon as possible. We aim to connect the service within 5 working days.

Additional charges

If you choose:	Additional charge
To receive paper invoices via Australia Post	\$2.20 per paper invoice received (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	View current charge at acnpacific.com.au
To make a payment using a credit card (Visa or MasterCard only)	1.5% of the total payment amount (waived for direct debit)

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher than \$24.95 because it will include a partial Plan Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

Other Information

ACN's Digital Phone Service is a Video and Voice over Internet Protocol (VoIP) service and requires a suitable terrestrial broadband Internet connection.

The service, including '000' dialling, will not function in the event of a power failure or disruption or an Internet outage. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored. Digital Phone Service is not suitable if you are a customer with a serious illness or life threatening condition, if you require disability services, if you have a back-to-base home alarm system or if you require an uninterrupted phone line.

To access information about your expenditure and usage, please log into MyAccount at myaccount.acnpacific.com.au.

For customer service and to access ACN's internal dispute resolution scheme, please visit acnpacific.com.au/contact-us or call 1300 881 778. In the unlikely event your dispute is not resolved to your satisfaction; you may forward your complaint to the Telecommunications Industry Ombudsman (TIO). Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. Telephone: 1800 062 058.

This is a summary only. For full pricing, terms and conditions applicable to this service plan, please visit acnpacific.com.au/dps.