

# Critical Information Summary

## For your More Home Voice over Internet 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 More'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 <a href="http://www.more.com.au/home-phone-international-call-rates">www.more.com.au/home-phone-international-call-rates</a>
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 More Home 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 More internet service. A More internet service may not be available in all areas or premises. If a More internet service cannot be connected at your address for any reason, we will not be able to provide you with a Home 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 the 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 More 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 Home Voice service is only available if you have an active More internet service. You can utilise an existing More internet connection or purchase a new plan from More Telecom at the prices and on the terms set out on the More [website](#). If your More internet service is cancelled, we may also terminate your More Home Voice service automatically on the same day.

#### Key Details

Your More Home 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 Home 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 More Telecom plans are subject to the More Fair Use Policy available on the [Policies](#) page of our website.

## CSG Waiver

Your More Home 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 Home Voice service is \$10.00. This is in addition to the minimum monthly charge you pay for your associated More internet service. If you cancel your More internet service, we reserve the right to cancel your Home Voice service. In the meantime, while the Home 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:

<b>Calls to 13/1300 Numbers</b>	45c per call
<b>International calls</b>	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 <a href="http://www.more.com.au/home-phone-international-call-rates">www.more.com.au/home-phone-international-call-rates</a>
<b>Time call billing increment</b>	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 Home 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 733 368.

### Service details and coverage

More 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 issued on the date that your first More service was activated. It is free to receive your monthly bill online via the [Customer 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

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

Late Payment Fee: \$22.00

Bounced Payment Fee: \$11.00

### Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$22 applies.

### We Are Here to Help

If you have any questions, call us on 1800 733 368, so we can serve you better. Or you can visit us at <https://www.more.com.au/> for additional information.

### Complaints

If you have any concerns or complaints, access our complaint resolution process at [more.com.au/policies](http://more.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.*