



## Critical Information Summary

### Information about the Service

Flip TV's NBN Home Plans are designed to provide residential Broadband and Home phone VoIP services over the National Broadband Network in Australia.

### Inclusions and Exclusion

This a residential Service that includes Unlimited Data. It does not include priority assistance or Static IPs. Static IPs can be rented from Flip TV for a small additional cost

### Availability

Flip TVs NBN service will only operate in NBN enabled areas and is conditional on our supplier having network coverage. All plans are available only on direct debit through a nominated Credit Card or Savings account. These plans are subject to Flip TV's Acceptable Use Policy.

### Equipment

You will need a compatible NBN/VDSL/VoIP Modem router and an Analogue handset for the VoIP phone. (plugged into your Modem Router"). Modems can be purchased from Flip TV. 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. Medical or back to base alarms, Faxes Machine, etc, are instances of non - compatibility. Please refer to your manufacturer instructions for any compatibility issues or contact Flip TV for more information.

### Minimum term

The NBN plans have no minimum commitment. These are month to month. For cancellations 30 days notice is required. 12 months Contracts are also available.

### Information about Pricing

Plan: Typical Evening Speed:	Value 10mbps*	Family 43mbps*	Fast 82mbps*
Data Included	Unlimited	Unlimited	Unlimited
Minimum Cost per month (2 months prepayment)	<b>\$39.90</b>	<b>\$59.90</b>	<b>\$94.90</b>
Cost on the first Month (2 months prepayment)	\$79.80	\$119.80	\$189.90
Minimum Cost per month (Standard)	<b>\$49.90</b>	<b>\$64.90</b>	<b>\$99.90</b>
Cost in the first Month (Standard)	\$49.90	\$64.90	\$99.90

<u>Optional NBN Phone Packs</u>			
Phone Plan	Basic	Standard	Bonus
Monthly Charge	\$2.95	\$9.95	\$19.95
Local Calls	20c	Included	Included
National Calls	20c p/m	Included	Included
Mobile Calls	33c p/m	33c p/m	Included
13/1300 numbers: 35 cents per call. International Call rates can be viewed at <a href="https://www.flipconnect.com.au/home/pdf-doc/International%20rates%20on%20nbn.pdf">https://www.flipconnect.com.au/home/pdf-doc/International%20rates%20on%20nbn.pdf</a> Mobile Calls are only Australian Mobiles.			
Flagfall fee of 33 cents applies for all timed calls except included calls.			



**Other Costs:**

Other Costs	Cost	Description
NBN New Development Fee	\$300.00	Charged Upfront on the Nominated Credit Card
Static IP	\$1.98 per month	Charged monthly on the Nominated Credit Card
Modem	\$149.00	Charged Upfront on the Nominated Credit Card
Wifi Extender	\$169.00	Charged Upfront on the Nominated Credit Card

**Other Information**

**\*Typical Evening Speeds**

(7pm-11pm local time). For More information refer to the NBN Facts Sheet.

**Activation Date**

Flip TV will rely on the NBN in relation to service activation date and billing charges, irrespective of whether the service is online. It remains the customers' Responsibility to connect the service.

**Termination Notice**

You may request to cancel the NBN service by giving notice before your next billing cycle begins. Pre-payment charges will not be reimbursed.

**Billing information**

Billing is monthly with the NBN service start date being the beginning of your billing cycle; advanced prepayment will be charged on your first invoice. Call charges are only for the month of billing. Eg The calls that you have made in May are sent to you in June. All plans are available only on direct debit through a nominated Credit Card.. 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.

**Customer Service Guarantee**

Flip TV 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. (Flip TV 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 Flip TV 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)

**Call and Data Usage Information:**

To obtain data and or Call usage prior invoices contact Flip customer Service on 1300 354 788 during business hours or email [enquiries@FlipTV.com.au](mailto:enquiries@FlipTV.com.au)

**Flip Contact Details**

1300 354 788, +61 2 8666 8258 (Outside Australia). Email Enquires [enquiries@FlipTV.com.au](mailto:enquiries@FlipTV.com.au) Fax number: +61 2 9314 1717  
Postal address: Flip TV Pty Ltd, Locked Bag 9002, Maroubra NSW 2035.

**Complaint handling**

In order to access our internal dispute resolution process. Please contact us at your earlier convenience. [enquiries@FlipTV.com.au](mailto:enquiries@FlipTV.com.au) Alternatively you can view our complaint handling process at: <https://www.flipconnect.com.au/home/pdf-doc/Complaint-Handling-Process.pdf>

**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.