



# Critical information summary

## Belong Voice

### INFORMATION ABOUT THIS SERVICE

Your Belong Voice service is a limited internet telephone service that allows you to make and receive telephone calls using a broadband connection or mobile data.

Your can take up your Belong Voice service with either:

- a **National Pack**; or
- an **International Pack**.

You can also choose to have both National and International Packs on the same Belong Voice service.

### What do I need to use my Belong Voice service?

To be able to use your Belong Voice service, you must:

- have a handset or tablet with at least iOS7 or Android 2.3
- download and install the Belong Voice App on your handset or tablet; and
- have access to a broadband connection or mobile data using your handset or tablet.

You can set up your Belong Voice service on a maximum of 3 devices. However, you can only make or receive calls using one device at a time.

### What is included?

Your plan includes:

<b>National Pack</b>	<ul style="list-style-type: none"> <li>• Unlimited calls to standard local and interstate numbers (including 13/1300 and 1800)</li> <li>• Unlimited calls to standard Australian mobile numbers</li> </ul>
<b>International Pack</b>	<ul style="list-style-type: none"> <li>• Unlimited calls to landlines and mobile phones in the Included Countries (see below)</li> </ul>

The cost of those outbound calls is included in the fixed monthly fee for your Pack. No additional charges will apply for those calls.

### Included Countries for International Pack

Your International Pack only allows you to call landlines and mobile phones in 10 pre-determined countries (Included Countries). We may, at any time:

- change what countries are included in the list of Included Countries; and
- block specific types of numbers or services in any Included Country (e.g. we may decide to block calls to premium numbers).

If we make any change to the Included Countries or to the numbers you can call within these countries, we will notify you in writing.

The list of Included Countries and the current restrictions on the numbers or services you can call within these countries are available at: [help.nbn.belong.com.au/customer/portal/topics/797224-belong-voice/articles](http://help.nbn.belong.com.au/customer/portal/topics/797224-belong-voice/articles)

### What is not included?

Your plan does not include:

<b>National Pack</b>	<ul style="list-style-type: none"> <li>• Calls to any premium service (e.g. 19xx numbers)</li> <li>• Calls to operator assistance, Sensis and information services (1223, 1234, 12 455, 12 456, 1194 and 1196)</li> <li>• No satellite destinations (e.g. 0145, 0147)</li> <li>• Calls to international numbers</li> <li>• Incoming reverse charge calls</li> </ul>
<b>International Pack</b>	<ul style="list-style-type: none"> <li>• Calls to any premium service (e.g. 19xx numbers)</li> <li>• Calls to operator assistance, Sensis and information services (1223, 1234, 12 455, 12 456, 1194 and 1196)</li> <li>• No satellite destinations (e.g. 0145, 0147)</li> <li>• Calls to landlines and mobile phones to any country other than the Included Countries</li> <li>• Calls to services other than landlines and mobile phones in the Included Countries</li> <li>• Incoming reverse charge calls</li> <li>• Calls to any Australian numbers (except for Message Bank and Belong customer support)</li> </ul>

All numbers and services that are not included in your Pack will be blocked.

Besides calling line identification and calling number display (where available), your Pack does not include any enhanced calling features (e.g. conferencing). Features such as video calls, SMS/MMS and rich content services are also not supported.

We don't offer Priority Assistance services with your Belong Voice service. If you require Priority Assistance, we recommend that you obtain a Telstra phone service.

We also don't offer Silent Lines. Your Belong Voice number won't be listed in the White Pages print, online and mobile directories, but we don't provide the full range of features of a Silent Line such as blocking all call line identification and preventing identification in Directory Assistance databases. Should you require a Silent Line, we recommend that you obtain a Telstra phone service.

### How long do I have to sign up for?

Each Pack is a month-to-month plan.

### Can I change my plan at a later date?

You can change your Packs, or disconnect and reconnect your Packs, once per month but no more than twice per year.

### INFORMATION ABOUT PRICING

#### How much will I pay?

The minimum cost for your service is:

	Your Belong Voice Service	Monthly Charge
If you're a Belong NBN or ADSL customer	<b>National Pack</b>	<b>\$10</b>
	<b>International Pack</b>	<b>\$10</b>



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If you're a Belong NBN or ADSL customer	National & International Pack	\$20
If you're not a Belong NBN or ADSL customer	National Pack	\$30
	International Pack	\$20
	National & International Pack	\$50

The charges in the table above do not include third party charges that may apply (e.g. mobile data charges).

### How will I be billed?

You'll be billed on or about the 1st of each month (billing month) in advance for that month's service. You'll need to pay your bill using direct debit from your credit card or PayPal account.

### What happens if I cancel my Belong service?

If you cancel your Plan, we won't refund any fees that you've already paid to us.

If you cancel your Plan after activation but before your first monthly bill you'll be charged one month's Plan charge.

If you've added Belong Voice to your Belong broadband service and then cancel your broadband service including by moving to another broadband provider, your Belong Voice service may also be cancelled. Should you wish to keep your Belong Voice service, please contact us on 1300 235 664.

## OTHER INFORMATION

### Call data

Because your Pack allows unlimited calls, we do not make itemised call details available.

### Data consumption

A typical 10 minute voice conversation on Belong Voice will use approximately 4MB of your internet data.

### Your Belong Voice number

You cannot choose your Belong Voice number. We will allocate you a number based on your State of residence, but your number may not

be a local number to your area. This means people calling you may pay a long distance call rate instead of a local call rate even if they live in your area.

You can also keep using the same Belong Voice number if you move somewhere else within your State, however should you move interstate, you'll be issued a new Belong Voice number as part of the moves process.

You will not be able to port an existing number from another service provider or to port your Belong Voice number to another service provider.

### Important information

The Belong Voice service uses the Internet and will not work in the event of a power outage. We cannot guarantee that your Belong Voice service will work 24/7, and we recommend that you do not rely on this service for making emergency calls, including calls to 000.

Please note that some mobile network operators may prohibit or restrict the use of Voice over Internet Protocol services over mobile data on their network and may also impose additional fees or other charges.

### What should I do if I need help?

If you've got questions about your Plan or service, visit [belong.com.au/contact-us](http://belong.com.au/contact-us). You can also call us on 1300 BELONG (1300 235 664)

### What should I do if I have a complaint

At [belong.com.au/contact-us](http://belong.com.au/contact-us) you'll find details about who to contact if you have a complaint.

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).

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