

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.

SuperVoice (VoIP)

Plan Name	Minimum Monthly Charge	Maximum Monthly Charge
SuperVoice	\$10.00	\$10.00 + Call Charges

Call Charges

Call Type	Description	Call Cost
Calls to other SuperVoice customers	Calls to other customers who have the SuperVoice Service	\$0.00
Calls to Local and Standard National Numbers	Calls to Standard Australian numbers (Numbers with area codes 08,07,02,03)	\$0.00
Calls to Australian Mobiles	Calls to standard mobiles in Australia	\$0.00
Calls to International Numbers	Calls to numbers outside of Australia	International Rates
Calls to 13 & 1300 Numbers	Calls to 13 or 1300 (service numbers) within Australia	\$0.00

Information about the Service

Superloop SuperVoice is a stand-alone VoIP only service which does not form part of a bundle.

Minimum Term

1 month

Service Availability & Requirements

Superloop SuperVoice requires an internet connection and SIP protocol compatible VoIP hardware such as a VoIP telephone handset.

Early Termination Fee

This service has no Early Termination Fee

What is Not included

This plan does not include calls to International Numbers or Service Numbers (13, 1300) – additional charges for these services apply and are outlined above. This plan does not include any handsets or other hardware or equipment.

Premium Service Numbers

Premium Service Numbers (19, 1900) are not available on this plan.

Priority Assistance

This service is not designed for, and does not come with priority assistance. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you are unsure if whether you need priority assistance, please speak to our friendly staff.

Customer Service Guarantee (CSG) Waiver

A waiver of the CSG is required for this service. For more information including full details of the waiver please speak to our friendly staff.

Information about Pricing

All prices in this summary are inclusive of GST.

International Call Rates

For all International Call Rates please visit <https://www.superloop.com/consumer/supervoice/international-call-rates.html>

Available Hardware

You may choose to purchase VoIP compatible hardware from Superloop, this is available upon request for an additional fee of \$196.00 (+\$14.95 postage & handling if delivery is requested).

You may also provide your own SIP protocol compatible VoIP hardware, however support may be limited.

Billing

Service(s) are charged for the full month in-advance and are non-refundable (Superloop does not offer pro-rata).

All call charges will appear on the next billing period of the call being made. (e.g. if a call is made in June, the charge will be on the July billing period invoice)

Invoices are sent via email only (paper not available).

Payment

You can select your preferred payment method upon signup, or at a later stage through the Superloop members section portal at members.superloop.com

Acceptable payment methods; BPAY, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments,

and Automatic Debit from a Credit/Debit card (Visa or MasterCard only).
Superloop does not accept Cheque, EFT, Direct Deposit, or Direct Debit.

Other Information

Acceptable Use

Superloop SuperVoice plans are intended for personal household use only and should not be used for corporate or business purposes.

Customer Service Contact

Please visit www.superloop.com/contact if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account. Alternatively, you can call Superloop on 1800 10 12 10.

If you have a service complaint or an account dispute that you feel has not been resolved by customer service contact means and wish to take the matter further, you can visit www.superloop.com/complaints-handling-policy for contact details and information on how to raise a formal complaint.

Further Investigation

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at www.tio.com.au/about-us/contact-us

Further Information

For further information, you can visit the Superloop website at www.superloop.com

These terms and conditions apply in addition to the Superloop Standard Form of Agreement, which is available at www.superloop.com/legal/standard-form-of-agreement