

# CRITICAL INFORMATION SUMMARY

VoIP | December 2019



## INFORMATION ABOUT THIS SERVICE

### Service Description

The Harbour ISP VoIP plan allows you make and receive phone calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your high speed internet connection.

### Minimum Contract Term

The minimum term is 30 days.

### Bundling

The offer does not depend on bundling with other services.

### Mandatory Component of the Service / Set Up

You will require an IP Phone or VoIP adapter (ATA) to enable the use of your existing analogue phone equipment. A router is required to access the Internet. Harbour ISP provides a router free of charge on 24-month contracts (otherwise charged at \$79). The customer may provide their own router.

### Inclusions, Exclusions and any Important Conditions, Limitations, Restrictions or Qualifications

Any unused monthly allowance expires at the end of your billing cycle. Included calls to local, national and listed included international numbers are subject to [Harbour ISP's Fair Use Policy](#).

All Harbour ISP VoIP Plans include the following features:

3-Way Calling, Call Forwarding, Call Waiting, Do Not Disturb, Calling Line ID Blocking and Call Return.

Calls to 1900 numbers are not supported.

## INFORMATION ABOUT PRICING

### Maximum Monthly Charges

Plan Name	Maximum monthly cost (inc GST)	Local and National Calls	Calls to Aust Mobiles (charged in 30 sec blocks)	Calls to 13/1300 numbers	International Calls 1000 minutes to 12 destinations	Cost of making a 2-minute standard national mobile call
Home Phone	\$10	Included	27c / min	29c / call	Included	54c
Home Phone + Mobile	\$20	Included	Included	Included	Included	0c
Just Phone	\$10	15c / call	29c / min	30c / call	See Rates	58c
Business Phone	\$10	First 100 included then 10c / call	23c / min	29c / call	See Rates	46c

\* Voicemail \$4 per month

\* Harbour ISP do not charge flag fall on any calls.

### Charges to International Numbers

You will be charged if you make calls to international destinations that are not included in the plan selected (see inclusions listed above) and for any calls over and above the 1000 minutes included. There is no flag fall for international calls. For a list of our international rates click [here](#).

Included destinations: China, Germany, Hong Kong, Canada, UK, USA, India, Malaysia, New Zealand, Singapore, South Korea and Taiwan. This also includes calls to mobiles in China, Hong Kong, India, Malaysia and Singapore. All international calls after the cap of 1000 minutes per month is reached will be charged at the Harbour ISP standard international rates. Timed charges for international calls are charged by the minute or part thereof.

### Early Termination Charge (ETC)

There is no early termination fee (ETF) and this service can be cancelled at any time. Harbour ISP require 30 days written notice to process the termination of the contract. A pro-rata invoice will be raised to cover any days in the 30 day period which falls after the end of the current billing period and any call charges incurred.

## Invoicing Options

- Credit Card payments incur credit card fees: Visa and Mastercard 1% American Express 1.75% Diners 2.75%.
- Non-automated payments (bank deposit, EFT, cheque, money order) incur a \$2.50 account keeping fee.
- If you wish to avoid credit card or account keeping fees, charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email [accounts@harbourisp.com.au](mailto:accounts@harbourisp.com.au).

## OTHER INFORMATION

### Manage Your Services Online

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Harbour ISP service. You will also be able to track all your Harbour ISP invoices, make changes to your existing service and buy new services from this portal. Harbour ISP Member Login Page: <https://members.harbourisp.com.au/login>

### Data and Phone Usage Information

Data and Phone Usage information can be obtained via the members login portal <https://members.harbourisp.com.au/>. Learn how to manage your usage [here](#).

### Pro-rata Billing

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

## Harbour ISP Customer Contacts and Support

### General Enquiries

[operations@harbourisp.com.au](mailto:operations@harbourisp.com.au)

### Contact Numbers

Tel: 1300 366 169  
Fax: 1300 766 909

### Postal Address

Harbour ISP Pty Ltd, Po Box 572,  
MUDGEES NSW 2850

### Sales

[sales@harbourisp.com.au](mailto:sales@harbourisp.com.au)  
8.30am-5.30pm Monday to Friday

### Accounts

[accounts@harbourisp.com.au](mailto:accounts@harbourisp.com.au)  
8.30am-5.30pm Monday to Friday

### Technical Support

[support@harbourisp.com.au](mailto:support@harbourisp.com.au)  
8:30am to 10:00pm Mon to Fri, (AEST)  
and 9:00am to 10:00pm on weekends

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at [operations@harbourisp.com.au](mailto:operations@harbourisp.com.au) or call 1300 366 169.

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

### Customer Service Details

Contact our Sales Team on [sales@harbourisp.com.au](mailto:sales@harbourisp.com.au) or call 1300 366 169 for more information about your service and to order. This is a summary only - the full legal terms for broadband services are available at <https://www.harbourisp.com.au/terms>.