

Information About the Service

What's on offer?

A voice Service to Bundle with your Crunch Tel NBN Service. For Fibre to the Premises Customers (FTTP) this will Utilise the Uni-V technology on your NBN Box. For all other NBN Technologies this will utilise VoIP technology. Packages below do not Apply to Non-Crunch Tel NBN Services.

What is the minimum term of this agreement?

The minimum term of the agreement is 24 months

Is any telephone hardware included with this agreement?

You will use your own existing telephone handset or system to make and receive calls.

Information About Pricing

What are my Voice Options if I Have FTTP & How much does it Cost?

The options below only apply to 1 Uni-V service bundled in with your Crunch Tel NBN. This options is not available for a second Uni-v Service, Customers with NBN Connections with other providers or Customers who have NBN services such as Fibre to the Node (FTTN) and Fibre to the Basement (FTTB).

Call Type	V Express - 1	V Express - 2	V Express - 3
Monthly Access Fee	\$9.95	\$14.95	\$29.95
Local Calls	12c Per Call	Included	Included
National Calls	12c Per Min	Included	Included
Cals to Mobiles	29c Per Min	29c Per Min	Included
Calls to 13/1300	40c Per Call	40c Per Call	40c Per Call
Minimum Cost Over 24 Months	\$238.80	\$358.80	\$718.80

What is the minimum cost of this agreement?

The minimum cost of the 24-month agreement is \$958.80

What are the early termination fees applicable if I cancel early?

If you chose to cancel your V Express Phone Plan before the end of the 24-month agreement term and out of the 10-working day cooling off period, an early cancellation fee of 50% of your remaining Committed Monthly Spend will apply. These charges are payable to Crunch Tel Pty/Ltd within 14 days from your final invoice due date.

What are the charges for international calls?

Pricing for international calls are different for every country. A detailed list can be found at [\[REDACTED\]](#)

What are the charges for Premium Number?

Premium numbers, back to base alarms and 1900 numbers are not included, contact customer care to unlock access to these numbers which incur an extra cost on top of the base plan charge

What is the pricing for Value added Services?

Additional services such as Message bank, Line Hunt and Calling Number Display are not included with the monthly access fee. The charges for these services are charged per line, per service as follows: [\[REDACTED\]](#)

Power Outages

NBN Service requires power to be supplied to the Network Termination Unit and modem. If a power outage is experienced, you will not be able to make telephone calls or access the Internet. This would include your access to make and receive telephone calls to Emergency services. You should make sure you have appropriate power back up or a backup mobile phone to make emergency calls.

ACT Customers

If your connection address is within an ACT Government area you will be charged an ACT Government Utilities Tax in addition to your monthly access fee.

Other Information

Billing

Your monthly invoice will be issued on the 1st of every month and will include any unbilled calls from the previous month plus your monthly charges in advance. If you join mid-month a pro-rata charge will also apply for your monthly access fee and value added services on your first invoice. An invoice will be issued in via email. If you require post then a \$3.95 per month postage fee will apply.

Non-Direct Debit Fee - A \$5.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on 1300 78 30 67

Late Payment fee - A \$19.95 fee will be charged in the event the account is not paid by the due date.

How can I view my call and data usage information?

Customers on the CRUNCH 39 Phone plan can access call and data usage information on Crunch Tel's website, www.crunchtel.com.au, by proceeding to the Pay My Bill Tab and logging on with client log on details. These details can be obtained by calling Crunch Tel Customer care.

Network Coverage

Crunch Tel utilises the network coverage of the National Broadband Network as developed by the Australian government. The NBN network is not available in all locations and is only available in areas that have been upgraded to the NBN area or new housing areas. All NBN plans are provided as Internet Grade "Best Efforts" services are shown in downstream | upstream format and speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic and equipment.

Who do I contact if I need assistance with my service or bill?

You should always contact Crunch Tel on 1300 783 067 or by emailing customer@crunchtel.com.au. If you have any disputes with your Crunch Tel account, you must resolve this directly by contacting Crunch Tel and pay all undisputed amounts as per the Crunch Tel dispute resolution policy at <http://www.CrunchTel.com.au/tm-dispute-resolution-policy.php>. If you are not satisfied with the outcome of the Crunch Tel investigation you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit www.tio.com.au.