

## Ace Voice over IP Protocol (VoIP)

### Critical Information Summary

VoIP is a service that allows you to make telephone calls over an Internet connection. The service is available to all Ace broadband customers, and in many cases offers cheaper rates when compared to a traditional landline phone service. Triple Zero (000) Emergency calls are supported on your VoIP service however, in an Emergency you should always use a mobile phone to call 000.

#### Minimum monthly charge

Plan Name	Minimum monthly charge
11 Plan	\$11
22 Plan	\$22
55 Plan	\$55

#### Maximum monthly charge

The maximum monthly charge will be the minimum monthly charge plus the value of any calls made beyond the included value threshold.

#### Maximum charge for early termination charges

As the service is set up on a month-to-month basis, no early termination charges apply.

#### Minimum term

The service is available on a month-to-month basis with no contract. Be aware that the underlying Internet connection used by the VoIP service may be covered by a separate contract – check the relevant Critical Information Summary for your service for details.

### The Service

#### Bundling

We require VoIP customers to have an existing Ace approved broadband service in order to use the VoIP service.

#### Mandatory components

You will require compatible VoIP adapter (ATA) or an Ace approved PBX system to use this service. As this service runs over an Internet connection, you require an existing broadband service to use this service. The Internet connection must be of high performance to ensure smooth voice quality – contact our office if you would like us to assess your connection's capabilities.

#### Important conditions

This service may not be available at your location. Please contact us on (02) 4861 8888 or e-mail [accounts@ace.com.au](mailto:accounts@ace.com.au) to find out if you can be connected to this service at your location.

This service provides you with a number assigned to you by Ace or you have approved the porting of your own number from your previous telephone provider to Ace.

If you cancel your Voice service prior to porting your number, you may lose access to that number.

## The Pricing

### Included calls

Each plan includes a set amount of included call value:

Plan Name	Included call value
11 Plan	\$11
22 Plan	\$22
55 Plan	\$55

If you restricted your use solely to Standard National Mobile Calls, each of 2 minutes in duration, you could make the following number of calls:

	11 Plan	22 Plan	55 Plan
Number of Standard National Mobile Calls	13	27	82

The above was calculated by dividing the included call value per plan by the cost of a 2 minute mobile call. For example, on the 11 Plan, a 2 minute mobile call costs \$0.814 ( $\$0.297 \times 2 + \$0.22$ ). Dividing \$11 by \$0.814 and rounding down gives 13 calls.

### Call rates

Depending on the each particular number called, and depending on the VoIP plan selected, different call rates apply, calls to 1800 are a free calls and calls to 1300 are fixed at 26 cents each.

Destination	Rate for 11 Plan / 22 Plan	Rate for 55 Plan
Local call	17.5¢ untimed	14.5¢ untimed
National STD call	22¢ flagfall 7.7¢ per minute	11¢ flagfall 5.5¢ per minute
Mobiles	22¢ flagfall 29.7¢ per minute	11¢ flagfall 27.9¢ per minute
International	22¢ flagfall	11¢ flagfall
See website at <a href="http://acenet.com.au">acenet.com.au</a> for international rates, which are too numerous to list here		

## Other Information

### Usage information

You can monitor your usage by logging into your account manager at <http://www.acenet.com.au/> or call us on (02) 4861 8888.

### Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling (02) 4861 8888 or by sending an email to [accounts@ace.com.au](mailto:accounts@ace.com.au) if you have any questions, would like to give feedback or complain. More information can be found at: <https://acenet.com.au/support/>

### Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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