

Information about the service

Voice over IP (VoIP) is a technology that allows you to make and receive phone calls over your DCSI broadband connection. A VoIP service provides a cheaper alternative to fixed phone but does have limitations and is not suitable for all customers.

You agree that:

- VoIP services are NOT a substitute for a standard PSTN telephone service.
- VoIP services require a fully functional broadband connection to the internet and that in the event of an internet outage, power outage, or cancellation of the internet service, the VoIP service will not function until your internet connection has been restored.
- Service outages, suspensions or terminations of your internet service will prevent all VoIP services, including emergency calls from functioning.
- NBNCo supplied battery backup units for fibre connections cannot be used to provide backup solutions for our VoIP services.
- If you or a family member at the property has a life threatening illness, you understand that you may not have direct access to emergency services as the operation of VoIP relies on many factors outside of our control.
- At the very least we recommend you have a working mobile phone with sufficient coverage in the event of an emergency situation.
- **You do not have any back-to-base alarm systems, fax or EFTPOS machine as they will not operate on VoIP.**

I agree to the above and understand the limitations to the service.

Printed Name:

Signed:

Date:

This informed consent form must be filled out by an authorised contact!