



This is a summary only. Full terms and conditions are in our Customer Agreement, available at www.voiceclouddigital.com.au

This Critical Information Summary (CIS) sets out the key information about our nbn® broadband services. It will help you decide if our service is right for you. It covers our standard month-to-month nbn® plans.



1. PLAN INCLUSIONS

ALL PLANS INCLUDE:



Unlimited Data

No data caps. Stay connected with confidence.



No Lock-In Contracts

Month-to-month with no early termination fees.



Static IP Included

A static IP address is included on all plans.



Local Australian Support

Speak to our friendly team based right here in Australia.



Easy Setup

Quick and simple connection process.



Our nbn® services are provided using the nbn® network.

nbn® is a wholesaler. We are a retail service provider.



2. NBN® PLAN OPTIONS

PLAN NAME	SPEEDS (DOWNLOAD / UPLOAD)	DESIGNED FOR	ELIGIBLE NBN® CONNECTION TYPES	STATIC IP	PRICE (MONTHLY)
VCD Core	100 / 40 Mbps	5-6 people or devices streaming, gaming and working online at once	FTTN / FTTB / FTTC	Included	\$99
VCD Plus	250 / 100 Mbps	9+ people or devices streaming, gaming and working online at once	FTTN / FTTB / FTTC / HFC	Included	\$109
VCD Premium	500 / 200 Mbps	11+ people or devices streaming, gaming and working online at once	FTTP	Included	\$129
VCD Ultra	750 / 50 Mbps	12+ people or devices streaming, gaming and working online at once	FTTP / HFC	Included	\$104
VCD Elite	1000 / 400 Mbps	13+ people or devices streaming, gaming and working online at once	FTTP	Included	\$149



Your actual speeds may vary due to factors including your nbn® connection type, network congestion, in-home setup, device capability and the number of connected devices.



3. IMPORTANT INFORMATION



SPEEDS

Speeds are typical evening speeds. Actual speeds may vary.



CONNECTION TYPE

Your plan will be delivered over the nbn® technology available at your address.



FAIR USE

Our Fair Use Policy applies. Visit www.voiceclouddigital.com.au for full details.



COMPATIBILITY

Check your address at www.nbnco.com.au to confirm availability.



MONTH-TO-MONTH

No lock-in contract. Cancel anytime.



TERMS

Full terms and conditions are available at www.voiceclouddigital.com.au



4. BILLING INFORMATION

- ✓ **Billing Cycle:** Monthly in advance.
- ✓ **Payment Method:** Direct Debit.
- ✓ **Late Payment:** Late fees may apply.
- ✓ **Service Suspension:** Non-payment may result in service suspension.

Visit www.voiceclouddigital.com.au for full billing terms.



5. SUPPORT & CONTACT



Phone
1300 365 316



Email
hello@voiceclouddigital.com.au



Website
www.voiceclouddigital.com.au



Support Hours

Mon – Fri: 9:00am – 5:30pm AEST



Complaints

info@voiceclouddigital.com.au



6. COMPLAINTS & DISPUTE RESOLUTION

We are committed to resolving any concerns you may have. If you are not satisfied with our response, please contact us:



1300 365 316



info@voiceclouddigital.com.au



7. IMPORTANT INFORMATION

Coverage is dependent on your nbn® connection technology and address.



This service requires a compatible modem/router. Equipment not included unless stated.



This is a month-to-month service with no lock-in contract.



Visit our website for our Privacy Policy, Fair Use Policy and Customer Terms.