

HOME VOICE

Minimum Charge	Monthly - \$10.00 (inc GST)	Weekly - 2.50 (Inc GST
Minimum Term	One month	One Week
telephone	No Hardware - Yes to Softphone via QR code to Smartphone	No Hardware - Yes to Softphone via Qr code to Smartphone
Unlimited standard national calls to fixed and mobile	Included, subject to Go Troppo's Fair Use Policy	Included, subject to Go Troppo's Fair Use Policy
Voicemail, call forwarding, calling line identification and caller number display	Included	Included
13/1300	Additional pay as you go charges apply. See below for details.	Additional pay as you go charges apply. See below for details.
International Calls	Disabled by default. If we agree to enable international calling on your service, available destinations and applicable pay as you go charges are set out at	Disabled by default. If we agree to enable international calling on your service, available destinations and applicable pay as you go charges are set out at
Number porting	Charges may apply	Charges may apply
Satellite and premium rate services	Calls to and from these services are not available.	Calls to and from these services are not available.

<p>New Number</p>	<p>Don't have a number : Go Troppo Can supply your personal NEW number</p> <p>02,03,07,08 Number can be supplied for a once of cost: 4.95 Inc GST</p> <p>Eg: 03 9xxx 9xxxx</p>
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Introducing Go Troppo: Your Internet Phone Experience!

What is Go Troppo - the NEW Voice way?

Make Home Phone Calls from Your Mobile — **No Handset Needed**

With Go Troppo's softphone solution, your traditional home phone number now works directly through an app on your smartphone. That means:

- No need for a fixed handset or phone line
- Make and receive calls using your home number, from anywhere
- Enjoy the same features like voicemail, caller ID, and call history

Whether you're at home, travelling, or just want to simplify your setup — your home phone is now truly mobile.

All you need is a smart-phone or device on the internet - connection and the 3CX app. You will be up in minutes.

Simply Scan the QR code and your away!

Go Troppo voice phone plan service that operates seamlessly over the internet, allowing you to make and receive calls with ease. Exclusively available to residential customers, this service is an add-on to your active Go Troppo internet plan. Please note that Go Troppo internet may not be available in all locations. With the Softphone version for the voice plan, if your device has internet via your cellular device, you can make and receive calls.

Note: If you would like a IP handset, Go Troppo can forward the handset- see Cost below

Flexible and Hassle-Free:

Enjoy the flexibility of a **no lock-in contract** with a minimum commitment as per the table above, (Monthly or weekly). You can cancel your service anytime before the end of your current billing cycle. For details about your billing period, refer to the 'Billing' section of your Critical Information Summary (CIS). Keep in mind, there are no refunds or credits for unused days after your cancellation date. Plan fees are prepaid at the start of each month or term, with any additional charges billed at the end of the month/week.

Getting Started: What You Need

To use Go Troppo, you must have:

- An active Go Troppo internet service, and
- One of the following:
 - A compatible IP handset
 - An analogue telephone adapter (ATA)
 - Our softphone application installed on a compatible computer or device.

Your Go Troppo Voice service relies on having an active internet connection. You can either use your existing Go Troppo internet or sign up for a new plan directly from our website. If you cancel your internet service, your Go Troppo Voice service will also be terminated the same day.

Key Features of Go Troppo:

- **Make and Receive Calls:** Enjoy unlimited standard national calls to fixed and Australian mobile numbers.

Important Notes:

- In case of an internet outage due to power failures or other issues, your Go Troppo service will be unavailable, meaning you won't be able to make or receive calls, including emergency calls—unless you have a fibre-to-the-premises connection with a backup battery. This service is not suitable if you require constant access to emergency services.
- **Priority Assistance** is not available with this service. If you need this feature, consider a provider like Telstra.

Inclusions and Exclusions:

Included:

- Unlimited standard national calls to fixed numbers
- Unlimited standard national calls to Australian mobile numbers
- You Softphone via the QR code -set up.

Excluded:

- Calls to 13/1300 numbers incur additional pay-as-you-go charges (48c per call).
- Your home telephone - we suggest BYO.
- International calls are disabled by default. If enabled, charges will apply based on our international call rates available on our website.
- Calls to satellite and premium rate services (like 1900 numbers) are not available.

Charges and Fees:

- **Minimum Charge:** Monthly \$9.95 or Weekly \$2.95 in addition to your Go Troppo internet service fee.
- Pay-as-you-go charges apply for non-standard calls.
- Only if required, Yealink - IP Handset - \$299.95 Inc GST (Not required for softphone)

Additional Account Fees:

- Non-direct debit fee: \$4.95
- Bounced payment fee: \$5.95
- Paper bill fee: \$4.95 (upon request)
- Late payment fee: \$16.95
- Surcharges for card payments: 1% for VISA/Mastercard, 2% for American Express, and 1%

Stay Informed and Manage Your Usage:

- Easily monitor your usage and manage your account through our Troppo Care Portal (TBA) or by calling us at 1300 876 776
- A spend management tool is available at no extra cost.

Billing Information:

- Your first Account/Bill fees and any hardware charges are billed in advance. From the second month onwards, you'll receive monthly bills based on your activation date.
- Each service may have a different billing period, which you can find on your invoice, in the Customer Portal, or by contacting Customer Service.

Need Assistance?

For any questions or concerns, reach out to us at 1300 876 776 or visit (gotroppo.com.au) for more information: contact@gotroppo.com.au . If you have complaints, please refer to our Customer Complaints Handling Policy on our website or contact the Telecommunications Industry Ombudsman at 1800 062 058

