

Application form

VoIP: Informed Consent



This is important information.

Ensure you read and understand it before signing up for a VoIP phone service.

Voice over IP (VoIP) is a technology that allows you to make and receive phone calls over your Swoop broadband connection. A VoIP service provides a lower cost and more modern alternative to fixed phone but does have limitations and is not suitable for all uses.

VoIP services are NOT a substitute for a standard PSTN telephone service.

- VoIP services require a fully functional broadband connection to the internet. 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.
- We do not provide battery backup units for our VoIP services. During a power failure, your VoIP phone will not function, even for emergency calls.
- nbn co 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 need to be aware that you may not have direct access to emergency services, as the operation of VoIP relies on many factors outside of our control.
- We cannot offer Priority Assistance. Should you require this service, you should apply for services through a telecommunications provider who can offer Priority Assistance. Telstra are a telecommunications provider who offer a Priority Assistance service.
- We recommend you have a working mobile phone with sufficient coverage in the event of an emergency situation.
- Back-to-base alarm systems, fax and EFTPOS services will not operate on VoIP.

I have read and understood the important information in this VoIP Informed Consent Fact Sheet.

Signature

Date

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