

# Critical Information Summary

## Telcoblue \$289.00 Office Bundle 3 Plan 1<sup>st</sup> July 2015

### Information about the service

The \$289.00 Plan is a single PSTN Landline telephone plus Internet service for residential and business consumers, offering unlimited calls to Local, National & Australian Mobile numbers with Limited Data access options, as per terms specified in our SFOA (Standard Form of Agreement). Services are offered as a product bundle and you must arrange/connect your own handset/s and install the provided modem to utilize the services.

### Terms of Service:

Category	Description
Contract Term & Implications	Services are Contracted for a Minimum Term of 24 months(Two Year Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	Includes Netgear ADSL/ADSL2+ Wi-Fi / Mobile Broadband Modem - delivery charges may apply. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.
Data Limit	Includes 20GB Internet Data (10GB Peak & 10GB Off Peak) or 8GB Mobile Broadband.
Inclusions	This plan includes Line Rental charges (3 Landline Connections) & GST.
Exclusions	Unlimited/unrestricted data use.

### Pricing Information:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$289.00
Standard Local Landline Calls	Included
Calls to National Landline Numbers	Included
Calls to Australian Mobile numbers	Included
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 262
Calls 13/1300 within Australia	40c per call
Calls 019 within Australia	36c per call
Landline Originated SMS	28c per message
Cancellation/Termination Fee	\$144.50 incl. GST multiplied by the remaining months of the contracted term
Excess Usage	Applicable for both Voice & Data – please see "Other Information" below
Data Shaping/Charges	ADSL Internet speeds reduced to 128 kbps. Mobile Broadband(not shaped) charged at 5c/Mb

### Total Minimum Cost:

The minimum monthly charge is \$289.00 plus any pro rata charges, worked out as a fraction based on how many days in the month are left from the time you joined us, plus one month's rental in advance. The total minimum cost is \$6,936.00 over the contracted term– including GST. Should you cancel/terminate your services within the contract term and out of the 10-business day cooling off period, a Cancellation/Termination Fee of \$144.50 incl. GST multiplied by the remaining months of the contracted term applies - per service.

### Other Information (if not already specified):

- Timed calls are billed in thirty- second (30 sec) increments and Fair Use Policy is applicable on this plan.
- Excess Usage for ADSL services apply and speed is shaped to 128kbps post 20GB. For Mobile Broadband services data is charged at 5c/Mb up to12GB, post which access will cease until the next billing period.
- Excess Usage for telephony services equal more than 500(any duration) Local Calls "or", 1000 minutes of national/mobile calls- per month- or both. Refer website for full T&C's.

### Additional Terms of Service:

- Services are available to approved customers only and extended as per terms of business specified under our Standard Form of Agreement – see our website.
- Includes Line Rental for 3 Landline connections & additional data may be purchased separately.
- All Call Categories not included within the Monthly Allowance are chargeable as per prevailing Co' rates.
- A charge of \$15.95 applies for delivery of the ADSL Wi-Fi modem. It is included for the delivery of a Mobile Broadband modem.
- ADSL broadband usage is split into a 50% peak and 50% off peak allowance. Peak times are between 8.00am and 10.00pm AEST – see “other information” section above for excess usage/charges.
- A deferred modem connection fee of \$82.50 applies, which will be waived after 12months. Full fee is payable for services disconnected within 12 months.
- An Early Termination Fee (ETF) of \$144.50 multiplied by the remaining months of the contracted term including GST applies, per service - for premature cancellation of services.
- A monthly charge of \$3.30 Inc. GST applies for Paper Bills.
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.

### Assistance

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical support, pre or post sales enquires please visit [www.telcoblue.com.au](http://www.telcoblue.com.au) or call us/request a call back on 1300 835 262 on all business days, between:

**Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### Telcoblue Customer Care contact details:

Phone: 1300 835 262  
Email: [contact@telcoblue.com.au](mailto:contact@telcoblue.com.au)  
Fax: 1300 733 393  
Online: [www.telcoblue.com.au](http://www.telcoblue.com.au)  
Postal: Locked Bag 3, South Melbourne VIC 3205.

### Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.telcoblue.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Online: [www.tio.com.au](http://www.tio.com.au)  
Postal: PO Box 267, Collins Street West, VIC 8007.  
Contact hours: 9am to 5:30pm (AEST) Monday to Friday