

Critical Information Summary

Telcoblue \$39.99 Unlimited ADSL Plan 1st July 2015

Information about the service

The \$39.99 Plan is a single PSTN ADSL Internet service for residential and business consumers, offering Unlimited Data Access as per terms specified in our SFOA (Standard Form of Agreement). It is not part of a product bundle and you must connect the supplied 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 Modem only - delivery charges apply separately.
Data Limit	Unlimited Data access – No limits apply
Inclusions	This plan includes Line Rental charges & GST.
Exclusions	Voice, SMS, and standard telephony options are not available with this plan.

Pricing Information:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$39.99
Landline Originated Services	Not Applicable on this plan
Early Termination Fee(ETF)	\$39.99 multiplied by the numbers of months remaining in the contract term.
Excess Usage	Not Applicable on this plan
Peak/Off-peak Usage	Not Applicable on this plan – Unrestricted Access
Data Shaping	Not Applicable on this plan – Unrestricted Access

Total Minimum Cost:

The minimum monthly charge is \$39.99 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 \$959.76 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 \$39.99 multiplied by the numbers of months remaining in the contract term including GST applies - per service.

Additional Terms of Service:

- Services are available to approved new customers only and are for Zone 1 areas. Terms of services provided are as specified under our Standard Form of Agreement – see our website.
- A charge of \$15.95 applies for delivery of the ADSL Wi-Fi modem.
- 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 \$39.99 multiplied by the numbers of months remaining in the contract 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 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.om.au
Fax: 1300 733 393
Online: 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
Fax: 1800 630 614
Online: www.tio.com.au
Postal: PO Box 267, Collins Street West, VIC 8007.
Contact hours: 9am to 5:30pm (AEST) Monday to Friday