

# Critical Information Summary

## Telcoblue \$ 55.00 - 100GB ADSL Bolt On Plan 1<sup>st</sup> July 2015

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### Information about the service

The \$55.00 Plan is a single landline ADSL/ADSL2+ service for business consumers, offering Bolt-on Data services on your pre-existing PSTN Telephone connection, as per terms specified in our SFOA (Standard Form of Agreement).

It can be subscribed as a product bundle and you need to connect the supplied modem to utilize data 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 - delivery charges apply.
Data Limit	Includes 100GB Internet Data (50GB Peak & 50GB Off Peak) usage.
Inclusions	This plan includes Line Rental charges & GST.
Exclusions	Unlimited/unrestricted data use.

### Pricing Information:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$55.00
Cancellation/Termination Fee	Min Monthly fee multiplied by the remaining months of the contracted term
Data Limit	Includes 100GB of uncharged data use – see terms of service
Data Speed	Plan speed depends on the availability of ADSL2+ in your area. If ADSL2+ is not available, the fastest connection in the area will be provided
Excess Use	Not Chargeable - ADSL Internet speeds reduced to 128 kbps.

### Total Minimum Cost:

The minimum monthly charge is \$55.00 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 \$1,320.00 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, equal to the Minimum Monthly charges, multiplied by the remaining months of the contracted term, applies - per service.

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

- All prices include GST.
- Having Telco Blue landline services are essential to connect to this plan.
- Excess Use – does not apply on this service, data speed (see excess use in pricing information) is shaped for the remaining days in the billing month. 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.
- A charge of \$15.95 applies for delivery of the ADSL Wi-Fi modem- please allow upto seven days (7 days) for delivery.
- 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) equal to the Minimum Monthly fee, multiplied by the remaining months of the contracted term, per service, applies - 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/ contact customer care.

### 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