

Critical Information Summary

Telcoblue \$86.90 Synergy Bundle 1 Plan 1st July 2015

Information about the service

The \$86.90 Plan is a single PSTN Landline telephone plus Internet service for residential and business consumers, offering Limited calling 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 10GB Internet Data (5GB Peak & 5GB Off Peak) or 8GB Mobile Broadband.
Inclusions	This plan includes Line Rental charges & GST.
Exclusions	Unlimited/unrestricted data use.

Pricing Information:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$86.90
Standard Local Landline Calls	15c per call + 15c connection fee
Calls to National Landline Numbers	18c per min + 18c connection fee
Calls to Australian Mobile numbers	32c per min + 32c connection fee
Calls To International Numbers	Destinations priced individually – see website/call 1300 835 262
Calls 13/1300 within Australia	35c per call
Calls 019 within Australia	33c per call
Landline Originated SMS	25c per message
Cancellation/Termination Fee	\$56.54 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 \$86.90 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 \$2,085.60 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 incl. GST of \$56.54 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 10GB. 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.
- 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 \$56.54 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 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
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