

Critical Information Summary

\$109.90 NBN - 12/1 Mbps Bundle Plan

1st June 2017

Information about the Service:

The \$109.90 Plan is a VoIP Telephone and NBN Data Bundle service offer for Domestic and Medium Scale Enterprise consumers, offering various calling options with Unlimited Data as per our Standard Form of Agreement; SFOA. It is part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router. You must arrange/connect your own NBN ready handset/s.

Terms of Service:

| Category | Description |
|------------------------------|---|
| Contract Term & Implications | Services are Contracted for a Minimum Term of 24 months(Two Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any. |
| Hardware | Includes 4 port Wi-Fi Modem. Customers/Subscribers require to arrange and connect their own handset/s to utilize the services. |
| Data Limit | Offer includes Unlimited Data. |
| Inclusions | This plan includes Line Rental charges, One-time Set-up fee & GST. |
| Exclusions | Unlimited Calling options within Australia. |

Information about Pricing:

| Usage Types | Amount (Inc. GST) |
|------------------------------------|--|
| Monthly Access Fee | \$109.90 |
| Total Minimum Cost over 24 Months | \$2,786.60 – includes \$149.00 one-time set-up fee. |
| Maximum Monthly Charges | Depends on the number and type of calls, made, that are not included in the monthly access fee |
| Data Included | Unlimited |
| Standard Local Landline Calls | Included |
| Calls to National Landline Numbers | Included |
| Calls to Australian Mobile Numbers | Included |
| Calls 13/1300 within Australia | 40c per call |
| Cancellation/Termination Fee | \$199.00 or months remaining x monthly access fee–per service (lesser amount applies) |

- The One time Set-up fee of \$149.00 includes a Modem, which is direct debited the day the cooling off period expires
- Pro Rata charges apply for contracted plans only & are 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
- Early termination fees apply; except during any applicable cooling off period. Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – "ETF" of \$199.00 or months remaining x monthly access fee–per service (lesser amount applies)
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills

- A monthly charge of \$2 Inc. GST applies for non direct debit payment
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.
- To qualify for this plan you must be the legal lessee of the telephone line

Speed:

The NBN Broadband Service provides up to 12 Mbps download and up to 1 Mbps upload speeds. However, actual speeds may vary due to a number of factors including network configuration, line quality and length, exchange area, geographical location, broadband traffic density, hardware and software used.

Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 835 268.

TelcoTalk Customer Care contact details:

Phone: 1300 835 268

Email: care@email.telcotalk.com.au

Fax: 03 9012 7952

Online: www.telcotalk.com.au

Postal: Locked Bag 3, South Melbourne, VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday, Sunday & Public Holidays:** Closed

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.telcotalk.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.