

# Critical Information Summary

## \$99.95 NBN Unlimited Data - 50/20 Mbps Plan

1<sup>st</sup> March 2016

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### Information About the Service:

The \$99.95 Plan is a NBN Internet Data connection service for Domestic and Medium Scale Enterprise consumers, offering Unlimited Data as per the terms of business, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router.

VOIP calling options are entirely disabled for this plan.

### Terms of Service:

Category	Description
Contract Term & Implications	Offered services are contracted for a minimum of 24 months –(2 Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware	NBN compatible modem/router.
Data Limit	Unlimited.
Inclusions	All the pricing related information includes GST.
Exclusions	There is no voice/calling component.

### Information About Pricing:

Usage Types	Amount - Inc. GST.
Monthly Access Fee	\$99.95
Total Minimum Cost over 24 Months	\$2,547.80 – includes \$149.00 one-time set-up fee
Maximum Monthly Charges	Equal to minimum monthly rental/access fee of \$99.95
Data Included	Unlimited
Cancellation/Termination Fee	\$199.00 including GST–per service

### Speed:

The NBN Broadband Service provides up to 50 Mbps download and up to 20 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:

- Offer available to approved customers only.
- Services are provided under our Terms of Business – see our website
- The One time Set-up fee of \$149 mentioned above is added on your first months invoice
- Pro Rata charges 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 applies – per service.
- 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.
- To qualify for this plan you must be the legal lessee of the telephone line.

### 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.telcotalk.com.au](http://www.telcotalk.com.au) or call us/request a call back on 1300 835 268

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

### Telco Talk Customer Care contact details:

Phone: 1300 835 268  
Email: [care@email.telcotalk.com.au](mailto:care@email.telcotalk.com.au)  
Fax: 03 9012 7952  
Online: [www.telcotalk.com.au](http://www.telcotalk.com.au)  
Postal: Locked Bag3, 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.telcotalk.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.