

# Critical Information Summary

## TelcoTalk \$39.95 Data Buster Plan 1<sup>st</sup> November 2015

### Information about the service

The \$39.95 Plan is an ADSL2+/ADSL service for residential and business subscribers, offering Unlimited Data Access with services available for approved customers.

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 4 port Wi-Fi Modem. Customers/Subscribers require to connect the supplied modem to utilize the services.
Data Limit	Unlimited Data use – No limits apply
Inclusions	This plan includes One-time Set-up fee & GST.
Exclusions	Voice, SMS, and standard telephony options are not available with this plan.

### Information about Pricing:

Usage Types	Amount (Inc. GST)
Monthly Access Fee	\$39.95* – Metro Customers (Zone1) & \$49.95** – Regional Customers (Zone 2)
Total Minimum Cost over 24 Months	*\$1,027.80 - Metro Customers (Zone 1) & ** \$1,267.80 - Regional Customers (Zone 2) – includes \$69.00 one-time set-up fee
Maximum Monthly Charges	Equals the Total Minimum Cost - nothing charged separately
Pro Rata Charges	Apply - for contracted plans
Excess Usage	Not Applicable on this plan – Unrestricted Access
Peak/Off-peak Usage	Not Applicable on this plan – Unrestricted Access
Data Shaping	Not Applicable on this plan – Unrestricted Access
Cancellation/Termination Fee	\$199.00 including GST–per service

- The One time Set-up fee mentioned above is added on your first months invoice.
- 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.
- Cancellation/Termination Fee applies for contracted plans only.
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.

### 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](mailto:care@email.telcotalk.com.au)

Fax: 03 9012 7952

Online: [www.telcotalk.com.au](http://www.telcotalk.com.au)

Postal: Locked Bag 3, South Melbourne VIC 3205.

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday, Sunday and 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](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