

# Critical Information Summary

## \$89.95 NBN Unlimited Data - 25/5 Mbps Plan

1<sup>st</sup> August 2017

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### Information about the Service:

The \$89.95 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	Services are contracted for a minimum 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. This offer is only available on a direct debit payment basis
Hardware	NBN compatible modem/router.
Data Limit	Offer includes Unlimited Data.
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	\$89.95
Total Minimum Cost over 24 Months	\$2,307.80 – includes \$149.00 one-time set-up fee which includes an NBN-Ready Modem debited the day the cooling off period expires
Maximum Monthly Charges	Equal to minimum monthly rental/access fee of \$89.95
Data Included	Unlimited
Early Termination Fees	\$199 or months remaining multiplied by 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 or months remaining multiplied by 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.

### Speed:

The NBN Broadband Service provides up to 25 Mbps download and up to 5 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: 1800 436 659.

### If Telecom Customer Care contact details:

Phone: 1800 436 659

Email: [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au)

Fax: 1300 654 574

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

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

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

**Public Holidays:** 9am to 6pm (AEST)

### 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.iftelecom.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.