

Critical Information Summary

If Telecom \$119.95 Premium Bundle Plan 1st August 2017

Information about the Service:

The \$119.95 Plan is a single PSTN Landline telephone plus ADSL2+/ADSL Internet service for residential and business subscribers, offering various calling options and Unlimited Data access with services available to approved customers, as specified in our Standard Form of Agreement; SFOA.

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. This offer is only available on a direct debit payment basis.
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	*\$119.95–Metro Customers (Zone 1) & **\$129.95 – Regional Customers (Zone 2)
Total Minimum Cost over 24 Months	**\$2,947.80 - Metro Customers (Zone 1) & ***\$3,187.80 - Regional Customers (Zone 2) – includes \$69.00 one-time set-up fee which includes a Modem debited the day the cooling off period expires
Maximum Monthly Charges	Depends on the number and type of calls, made, that are not included in the monthly access fee
Pro Rata Charges	Apply – for all plan categories
Data Included	Unlimited
Standard Local Landline Calls	Included
Calls to National Landline Numbers	Included
Calls to Australian Mobile numbers	Included
Calls To International Numbers	Destinations priced individually – see website/call 1800 436 659
International Bolt -On	Included – Unlimited dialling *Top 11 International Destinations – see list below
Calls 13/1300 within Australia	40c per call
Early Termination Fee	\$199 or months remaining multiplied by monthly access fee per service (lesser amount applies)

- The One time Set-up fee of \$69.00 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.
- To qualify for this plan you must be the legal lessee of the telephone line.
- International Bolt-On for Unlimited Calls to our *Top 11 destinations including Canada, China, France, Germany, Hong Kong, India, Malaysia, Singapore, Taiwan, U.K, U.S.A is included in monthly plan fee.

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

Fax: 1300 654 574

Online: 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

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.