

# Bundle Unlimited

## Zones 2 & 3



## Critical Information Summary

### Information about the service

#### Description of the service

Your **Bundle Unlimited** plan combines a PSTN telephone service and ADSL2+ broadband which gives you phone and internet access via the Telstra network with an unlimited monthly data allowance. ADSL2+ is not available to customers in all areas. Please contact us to check availability.

#### Bundling arrangements

This plan is bundled with ADSL2+ broadband and PSTN telephone services which operate simultaneously. You can purchase these services as separate plans should you prefer.

#### Mandatory components

You must have an active telephone line and a telephone handset for this service to work. You will also require a modem/router in order to access this service, which is not locked or restricted to another network provider. The monthly fee does not include the cost of a modem/router or telephone handset, but you may purchase one from us at an additional cost. Please contact us to discuss what equipment can be made available to you and relevant pricing with this offer.

#### Minimum term

This service is available on a **24 month** minimum term.

#### What's included?

This plan includes the following monthly inclusions for use within Australia:

**Unlimited - Monthly Data Allowance** where 1GB (Gigabyte) = 1,0024MB (Megabytes), with no peak or off peak limitations.

The following calls and features are **included, at no additional charge**:

- Line rental
- Local and national calls
- Mailbox
- MyInbox – online webmail

#### What's not included?

If you exceed your data quota in a monthly billing period, you won't be charged extra for use. Your broadband speed will be slowed down to 256Kbps for all usage until your next billing period begins, and will return to full speed once the cycle date has passed.

Plan details can be viewed at:

[switchedonaustralia.com/residential/bundle/rural-unlimited.php](http://switchedonaustralia.com/residential/bundle/rural-unlimited.php)

#### Got any Questions?

 **1300 455 620**

 [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

 [switchedonaustralia.com](http://switchedonaustralia.com)

### Information about pricing

#### Minimum monthly charge

The minimum amount that you'll pay per month is **\$119**.

#### Total minimum plan cost

The minimum amount you'll pay over the period of your plan term is **\$2,856**.

#### Early termination charges

If your bundle service is transferred to another provider prior to the end of your contract term you will incur an early termination charge (ETC) of **\$40** for each month remaining in the contract term.

If the broadband component of your bundle is disconnected within the first 12 months, there is also an additional disconnection fee of \$120. No fee is applicable for broadband disconnection requests made after the initial 12 month period.

The maximum ETC you would have at the start of your service with us will be: **\$960**. So for example, if you cancelled your bundle in Month 13 of your contract, the early termination charge will be:

$$\$960 - (13 \times \$40) = \$440.$$

#### Unit pricing information

You will be billed in 60 second increments. There are no peak or off-peak restrictions.

|  |               |
|--|---------------|
| Cost of making a 2 minute standard national mobile call (35¢ per minute plus 45¢ flagfall) | <b>\$1.15</b> |
| Excess data charges  | <b>Nil</b>    |

#### The main call charges are:

- Local calls: No charge
- National calls: No charge
- Mobile Calls: Capped at \$2 for the first 15 minutes and 35¢ p/min thereafter
- 1300 numbers: 45c p/call
- Flagfall (timed calls): 45c p/call

To view call rates, go to:

[switchedonaustralia.com/residential/bundle/rural-unlimited.php](http://switchedonaustralia.com/residential/bundle/rural-unlimited.php)

#### Connection fees

A connection fee may apply to connect your home phone service

- Existing telephone line without a technician visit: \$ 72.57
- Existing telephone line with a technician visit: \$153.75
- New telephone line connection with a technician visit and cabling work: \$367.77

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If you already have an active ADSL2+ service, you may be eligible for a “fast churn” which means we will be able to transfer your service to us quicker. The fast churn fee is \$40. If your premises do not or have never had an ADSL2+ connection, we will not charge you a connection fee.

### International call charges

You will be charged if you make calls to international numbers. All calls are charged in 60 second increments. International rates vary by destination and are subject to change.

For the full list of international call rates, see:

[switchedonaustralia.com/residential/international.php](http://switchedonaustralia.com/residential/international.php)

## Other Information

### Usage information

We have an easy-to-use usage meter where you can keep track of your usage, view your past statement and pay your bills. We'll also provide you with SMS usage alerts when you exceed your monthly limit for your Call and Data Allowances.

To view your usage, you can login to the customer portal at:

[switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

Please bear in mind, that usage records are provided to us from our host network which runs about 48 hours behind actual usage. This delay could be greater if there are outages. For that reason, we highly recommend you monitor and adjust your usage regularly, as notifications of usage and your usage meter may be affected by this delay.

### Billing

Your bill is payable on the **15<sup>th</sup> of each month**. Each bill includes any applicable usage charges, plus the Minimum Monthly Charge in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges so may be higher than expected.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, in addition to the minimum monthly charge in advance for the next billing cycle. You'll also only receive a proportion of your monthly data allowance based on the number of days left in the billing period, and your full monthly data allowance in the next month.

For more information on billing visit our website at:

[switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

### Directory listing

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing. You'll be charged \$3.60 per month for a silent phone number.

### Connection timeframes

Once we've accepted your application, we'll try to connect your PSTN phone and ADSL2+ broadband services on the date you ask for, but this might not always be possible. If there has been a previous working PSTN phone service and previous working ADSL2+ broadband service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 5 working days of your request. If this isn't possible, then we aim to connect your service within 5 to 15 working days, depending on your location.

### Broadband speeds

ADSL2+ Broadband is capable of delivering speeds of up to 20Mbps for downloads and 1Mbps for uploads.

Upload and Download speeds quoted are theoretical maximums, providing optimal circumstances for connection on a dual-band compatible device. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by Ethernet cable. Actual download and uploads speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software and software configuration, the connection method within the premises and the type/source of content being downloaded.

### Customer Service

We are committed to providing you with excellent service.

If you have any questions, would like to give feedback or complain, you can contact us by calling **1300 455 620** during business hours, or by sending an email to [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)...we'd love to help you.

### Complaints or disputes

We encourage you to always contact us first if you experience any problem or are unhappy and we'll do our best to solve your problem during our first contact. You can find further information about our complaint resolution process via our website at:

[switchedonaustralia.com/complaints.php](http://switchedonaustralia.com/complaints.php) or  
[switchedonaustralia.com/legal/legal.php#Policies](http://switchedonaustralia.com/legal/legal.php#Policies)

### Telecommunications industry ombudsman

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on: **1800 062 058** or by visiting the TIO website at:

[tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

This is a summary only – the full legal terms and conditions are available at: [switchedonaustralia.com/legal/legal.php#SFCC](http://switchedonaustralia.com/legal/legal.php#SFCC)

Information and pricing is correct at the time of printing and is inclusive of GST.

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