

Bundle Extreme

Zone 1



Critical Information Summary

Information about the service

Here's a quick summary of all the important bits about your **Bundle Extreme** plan. It covers things like the length of your contract and how much you need to pay each month.

Your bundle plan is a package of an ADSL2+ internet service using broadband technology for high speed internet connection plus a landline service via the Telstra Network in one account.

No mandatory equipment is required for this offer to be purchased from Switched On Australia. To use your Bundle Service you are required to have an active telephone line, an ADSL2+ modem that is compatible with the Switched On Australia network and is not locked or restricted to another network provider, a working computer and line filters.

In the event you have an existing modem with provider specific network restrictions, a new modem will be required; however, can be purchased separately from Switched On Australia. If you wish to purchase a modem from Switched On Australia, please contact us to discuss what modems can be made available to you and relevant pricing with this offer.

Please note this service is not available in all areas. Contact us to check your zone availability.

The minimum term is **24 months**.

WHAT'S INCLUDED AND EXCLUDED?

These calls and features are included in your monthly plan, at **no additional charge**:

- Home line rental
- Calls to local and national numbers
- **250 GB** ADSL2+ Broadband Internet Service

These are the main charges for calls under your Extreme Bundle:

- Calls to mobiles (any network) - capped at \$2 for the first 10 minutes, then charged at 35¢ per minute thereafter
- 13/1300/1800 – 45c per call
- Call connection fee – 45c

Calls are charged in 60 second increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged in 60 second increments. For all international call rates, see:

www.switchedonaustralia.com/residential/bundle/extreme.html

Information about pricing

MINIMUM MONTHLY CHARGE

Your minimum monthly charge is **\$110** for home phone access and broadband services. Both components of the Bundle need to be active in order to receive the Bundle plan pricing.

The minimum amount you'll pay over the period of your plan term is:

\$2,640 over a **24** month term.

EARLY TERMINATION

If you choose to disconnect the internet component of your bundle service or it is disconnected within the first 12 months, there is a disconnection fee of \$120. No fee is applicable for internet disconnection requests made outside of the initial 12 month period. If you choose to cancel your entire Bundle service within the 24 month term and go to another provider, you must pay an early termination fee (ETF) of **\$40** for each month remaining in the contract term.

The maximum early termination charge you would have at the start of your service with us is **\$2,640**. So for example, if you cancel in Month 13 of your contract the early termination charge will be:
 $\$2,640 - (12 \times \$40) = \$2,160$.

CONNECTION CHARGES

A connection fee may apply to connect your home phone service if the service has been disconnected for more than three months:

- 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

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$40. If your premises do not or have never had an ADSL connection, we will not charge you a connection fee.

BROADBAND DATA CHARGES

This is a shaped plan so you will not be charged for excess usage. But once you have reached your usage allowance, the speed of your service will slow to 256kbps. We calculate data as 1,024 MB per GB and 1,024 KB per MB.

The cost (prior to any Discounts being applied) of using one megabyte of data within Australia is \$0.00043.

Got any Questions?

 **1300 455 620**

 info@switchedonaustralia.com

 switchedonaustralia.com

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AUSTRALIA

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Other Information

AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Broadband will deliver speeds of up to 20Mbps / 1Mbps at selected exchanges where ADSL2+ is available and up to 1.5Mbps / 256kbps in all remaining ADSL enabled exchanges.

BROADBAND SPEEDS

- Download 20 Mbps / Upload 1 Mbps
- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home phone service on the date you ask for, but this might not always be possible. If there has been a previous working home phone 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 two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

SILENT LINE

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$3.60 per month.

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit www.switchedonaustralia.com for our Standard Form Customer Contract which sets out the terms and conditions on which we provide our products and services.

BILLING

You will receive your bill free via email and can access it at any time online via My Account. If you'd like a paper bill posted, we can send you one for a fee of \$2.50.

Your bill is due on the same day of each month (i.e. 15 April, 15 May, 15 June). The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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, as well as the minimum monthly charge in advance for the next billing cycle. For more information on billing, go to: www.switchedonaustralia.com/members.html

USAGE METER & RECORDS

We have an easy-to-use usage meter where you can to check and monitor your usage, review your past statements and pay your bills.. To see your usage meter please go to: www.switchedonaustralia.com/members.html and log into the customer portal.

Please bear in mind that the usage meter relies on our records coming through from our host network which runs around 48 hours behind actual usage and this delay could be greater if there are outages.

Please make sure you adjust your usage accordingly.

WE'RE HERE TO HELP

If there is anything at all you want to ask us or need help with, just call us on **1300 455 620** so we can serve you better.

Or you can visit us at www.switchedonaustralia.com for additional information, including to access information about your usage of the service or to view the full terms and conditions for this plan.

DISPUTE RESOLUTION PROCESS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at: <http://www.switchedonaustralia.com/complaints.html> or <http://www.switchedonaustralia.com/legal/policies.html>

If once you have accessed both our support and internal dispute resolution process, we still can't resolve your complaint to your satisfaction; you are within your rights to contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at:

www.tio.com.au/making-a-complaint

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