

Home Broadband Extreme



Critical Information Summary

Information about the service

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

Your ADSL Broadband service gives you access to the internet via the Telstra network. No mandatory equipment is required for this offer to be purchased from Switched On Australia.

You are required to have an ADSL modem that is compatible with the Switched On Australia network and is not locked or restricted to another network provider. 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.

MINIMUM TERM

The minimum term is **24 months**.

WHAT'S INCLUDED AND EXCLUDED?

Your ADSL2+ service includes:
500 GB Monthly Usage Allowance.

Usage means monthly download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is not counted towards your usage allowance. Your unused allowances will expire each month at the end of your billing cycle and all inclusions are for use in Australia.

Information about pricing

MINIMUM MONTHLY CHARGE

Your minimum monthly charge is **\$109.95**.

The minimum amount you'll pay over the period of your plan term is **\$2,638.80**.

EARLY TERMINATION

If you choose to disconnect your Home Broadband service or it is disconnected within the first 12 months there is a disconnection fee of \$120. No fee is applicable for disconnection requests made outside of the initial 12 month period. If you choose to cancel your Home Broadband service within the 24 month term and go to another provider, you must pay an early termination fee (ETF) of **\$30** for each month remaining in the contract term.

So for example if you were on the Extreme plan with no other services and you cancelled in Month 13 of your contract, the early termination charge will be: $\$720 - (12 \times 30) = \360 .

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

- 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.

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.

The cost of downloading 1MB of data under this plan is \$0.00021 for the first 500 GB and 0 cents per MB after that, but at the shaped speed.

We calculate data as 1,024 MB per GB and 1,024 KB per MB. Below are general guidelines for the amount of data used per service type:

Service Type	Usage
1 email (no attachment)	35 KB
1 email (with standard attachment)	300 KB
1 web page	1 MB
1 social media post with photo	500 KB
1 min. of streaming video (standard)	2 MB
1 min. of streaming video (HD)	5.1 MB
1 song downloaded	4 MB

Note: Data usage varies by device. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary.

Got any Questions?

 **1300 455 620**

 **info@switchedonaustralia.com**

 **switchedonaustralia.com**

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AUSTRALIA

Home Broadband Extreme



In the example below, if you were to send/receive about 15 emails, visit 33 web pages, upload 3 posts (with photo) in Facebook, watch 1 hour of standard streaming video and download 3 songs every day, you would use approximately 5GB of data per month.

Type of Service	Daily Usage	Monthly Usage
Emails Sent/Received with Attachments	15 Emails	131.84 MB
Web Pages Visited	33 Pages	990 MB
Social Media Posts with Photos	3 Posts	43.945 MB
Hours of Standard Streaming Video	1 Hour	3600 MB
Songs Downloaded	3 Songs	360 MB
Your Estimated Monthly Usage		5.0 GB

CONNECTION CHARGE

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.

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working ADSL broadband service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

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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