

V Bundle Extreme



Critical Information Summary

Information about the service

Description of the service

Your **V Bundle Extreme** plan combines a VoIP phone service (which uses the internet in place of the original PSTN copper lines) and ADSL2+ Broadband offering fast speed internet access with a monthly included data allowance. Your VoIP phone and home broadband services must be connected at the same physical address. Please note this service is not available in all areas. Contact us to check your zone availability.

Bundling arrangements

You must have a dedicated active telephone line for this service to work. This bundle plan is conditional on you having a phone line service with us. Phone line rental is included in this bundle plan.

Mandatory components

You will require a modem/router for this service which must be compatible with the Switched On Australia network (and is not locked or restricted to another network provider). You may also require a VoIP enabled telephone handset or VoIP adapter (ATA) to connect your VoIP service. The monthly fee does not include the cost for this equipment but you may purchase a modem/router and/or VoIP phone adaptor from us at an additional cost. Please contact us for further information.

Minimum term

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

What's included?

250 GB - Monthly Data Allowance where 1GB (Gigabyte) = 1,024MB (Megabytes), with no peak or off peak limitations. If you exceed 250 GB 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.

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

- Line rental (for internet access)
- Mailbox and access to MyInbox – online webmail.
- Calls to others on the same Switched On VoIP network
- Calls to local and national fixed line numbers

Your unused Monthly Data Allowance will expire each month at the end of your billing cycle and all inclusions are for use in Australia.

What's not included?

You'll need to pay additional charges for all call types not included in your plan. The main call charges can be found at:

switchedonaustralia.com/residential/flexitalk/plans.php#vbundle

Got any Questions?

 **1300 455 620**

 info@switchedonaustralia.com

 switchedonaustralia.com

Information about pricing

Minimum monthly charge

The minimum amount that you'll pay per month is **\$85**.

Total minimum plan cost

The minimum amount you'll pay over the period of your plan is **\$2100** (plus any additional equipment repayments), made up of a \$60 connection fee, and \$85 per month over your contract term.

Maximum monthly charge

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

Early termination charges

If you cancel your VoIP phone or ADSL2+ broadband or transfer one (or more) of these services to another service provider, your bundle will be cancelled and you will be charged an early termination charge (ETC).

The maximum early termination charge you would have at the start of your service with us is **\$960** (plus any equipment repayments, if applicable). So for example, if you cancel in Month 12 of your contract the ETC will be: $\$960 - (12 \times \$40) = \$480$.

Unit pricing information

You will be billed in 60 second increments

Cost of making a 2 minute standard national mobile call (35¢ per minute plus 45¢ flagfall)	\$1.15
Cost of using 1MB of data within Australia (incl. in allowance)	\$0.00020
Excess data charges	Nil
If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls.	73.9

Connection fees

If you have current phone numbers with another provider and you would like to keep them, then they will need to be ported. The following fee will apply to connect your VoIP service:

- Connection fee: \$60

A connection fee may apply to connect your phone line service (for ADSL Broadband access) if the service has been disconnected for more than three months. These are:

- 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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V Bundle Extreme



International call rates

All calls are charged in 60 second increments. For the full list of international call rates, see:

switchedonaustralia.com/residential/voip-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

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 **15th 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

Broadband speeds

ADSL2+ can deliver download and upload speeds of up to 20Mbps/1Mbps. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware and software configuration, type of content being downloaded/uploaded and the connection method within the premises.

Connection timeframes

Once we've accepted your application, we'll try to connect your ADSL2+ Broadband service and VoIP phone service on the date you ask for, but this might not always be possible due to factors outside our control.

000 emergency dialling

VoIP can ordinarily be used to call the emergency number 000, however, due to possible technical issues beyond our control, VoIP is not always guaranteed to provide access to 000 emergency services. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored. For your protection, please ensure you always have an alternative means of dialling the 000 emergency services. Priority Assistance for people diagnosed with a disability, serious illness or other life threatening medical condition necessitating an uninterrupted phone line, does not apply to Switched On VoIP services.

Customer service guarantee

The CSG Standard specifies timeframes for the connection of services, the repair of faults and the making and keeping of appointments. This applies to the standard telephone service, telephone line, and certain enhanced call handling features (namely, Call Waiting, Call Barring, Call Divert, Calling Number Display and Calling Number Display Suppression). Customers may be entitled to financial compensation if we fail to meet our CSG Standard requirements. If you decide to sign up for this bundled VoIP service, you will be asked to waive your rights to any compensation payable under the CSG Standard. If you do not waive your rights, we will not be able to supply the service to you.

For more information about the Customer Service Guarantee see:

switchedonaustralia.com/legal/csg.php

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...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 or 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

This is a summary only – the full legal terms and conditions are available at: 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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