

TeleChoice \$89.95 Unlimited ^ Broadband and Home Phone Bundle

CRITICAL INFORMATION SUMMARY



DESCRIPTION OF THE SERVICE

This bundle includes the following monthly benefits for use within Australia:

Unlimited ^ standard calls to local and national fixed lines

Unlimited ^ standard calls to other Australian mobiles

Unlimited ^ Data Allowance

Minimum Term and Total Minimum Cost

The minimum term is 3 months. The total minimum cost over the 3 month term is \$318.85. At the end of the minimum term, the service continues for a renewal period of 2 months. You can cancel the service by providing 2 months

notice, prior to the end of the minimum term or with 2 months notice at any time at the end of the minimum term.

TELECHOICE BROADBAND AND HOME PHONE AVAILABILITY

TeleChoice \$89.95 Unlimited ^ Broadband and Home Phone Bundle services are not available in all areas. The broadband service offered will be determined by what is available at your location. The service offered is ADSL2+ where available. There may also be technical or commercial reasons that affect our ability to connect a service at your location or the speed of our connection. We use the Telstra PSTN network.

Usage Types	Amount (inc. GST)	Included in your monthly fee?
Usage types in Australia		
Standard calls to other Australian mobiles	UNLIMITED ^	✓
Standard calls to local and national fixed lines	UNLIMITED ^	✓
Calls to 1900 numbers	Not included in Plan. See telechoice.com.au/legal	✗
Voicemail Service (mobile)	UNLIMITED ^	✓
Voicemail deposits (mobile)	UNLIMITED ^	✓
Voicemail retrievals (mobile)	UNLIMITED ^	✓
Charges to international numbers		
International calls	Standard rates apply See telechoice.com.au/legal	✗
Data usage in Australia		
Monthly Data Allowance	UNLIMITED ^	✓

EQUIPMENT NEEDS AND SYSTEM REQUIREMENTS

You must ensure that your telephone handset and broadband modem are compatible for use with this service. TeleChoice only provides technical support for makes and models of modem/router equipment supplied by TeleChoice. You must ensure that your computer and systems are compatible for use with this service. You must ensure that the service is compatible for your intended use of the service, including use in conjunction with any equipment not authorised or supplied by TeleChoice.

BROADBAND SPEEDS

ADSL plans provide maximum download speeds up to 20Mbps to eligible customers in selected areas (ADSL2+) and up to 8Mbps in many other areas (ADSL 1) but average speeds will be lower. Actual speeds vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic. Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

^ TeleChoice Fair Use Policy— Important Information for Unlimited Plans: Our Unlimited Plans are subject to our Fair Use Policy that entitles us to make changes to your service (including possible suspension or cancellation) if we reasonably consider that your use of the service is for a commercial use, sale or exploitation or for a fraudulent or illegal purpose. To receive a copy of our Fair Use Policy, ask us in store or visit telechoice.com.au/legal

This information is correct as at 25 April 2013 and is subject to change. Visit telechoice.com.au/legal for the most up to date information about our terms, rates, plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236

OTHER INFORMATION

BILLING

Minimum monthly charge
\$89.95 per month

Upfront Fees

- **Broadband connection fee** **\$49**
- **Home phone connection fee** **Dependant on your circumstance***
- **Transferring your existing number** **No Charge***

***Home phone connection:** If your home phone line is active and on the Telstra PSTN network, there may be no charge for the transfer. If your phone line is not active and you are transferring from Telstra PSTN network, there may be a \$59 charge. Phone lines not on the Telstra PSTN network may incur other fees and you should make your own inquiries. If a previous telephone service existed at your premises and a Telstra technician is required to visit your property/premises to reconnect existing suitable cabling at the distributor and/or the first socket then the charge from Telstra will be dependent on the work required. If you need a new connection of a telephone service at your premises, or you have a telephone line connection with a technician visit where cabling work is required, or where a previous telephone service existed at your premises and a Telstra technician is required to visit the property/premises to install and/or work on the cabling up to the first socket in your premises, Telstra will charge \$299.

EARLY TERMINATION CHARGE

Your TeleChoice \$89.95 Unlimited ^ Broadband and Home Phone Bundle has a minimum 3 month contract period. You will be charged a fee for early termination of the service, being all fees payable for the balance of the minimum period or renewal period and all amounts for any supplied equipment and/or connection charges.

BILLING

Your TeleChoice \$89.95 Unlimited ^ Broadband and Home Phone Bundle bill is charged on the same date each month. You will be billed in advance for the Minimum Monthly Charge and for use during the month. Your first bill will be calculated on a pro-rata basis.

A \$2.20 inc. GST service charge will be applied per month if you receive a paper bill. You can request an electronic/email bill via the TeleChoice Members area at telechoice.com.au/membersarea

BILL PAYMENT OPTIONS

Direct Debit: We will direct debit your fees and charges from your Australian bank account.

1300TELECHOICE – a 1.6% credit card processing fee is applicable to any credit card payment transactions. For more information on other bill payment methods visit telechoice.com.au/legal/terms

DO YOU HAVE ANY QUESTIONS?

For more information go to telechoice.com.au or call us 9am – 6pm AEST Monday to Friday (lost or stolen phones 24/7)

1300 TELECHOICE (within Australia)
+61 2 8763 9050 (from overseas)
<http://www.telechoice.com.au/help/contact>

OUR DISPUTE RESOLUTION PROCESS

We set ourselves high customer service standards. We want you to be happy.

OUR CONTACT DETAILS

- Our customer service number is **1300 TELECHOICE** (9am – 6pm AEST, Monday - Friday)
- Our email address can be found at <http://www.telechoice.com.au/help/contact>
- Send us a fax on 03 8699 2550
- write to us at:
Customer Service
P.O Box 5161
South Melbourne
Victoria 3205

We will do our best to fix your problem quickly.

As soon as we can, we will let you know how long we think it will take to fix your problem.

If we can't fix your problem within a reasonable time, we will tell you why.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

You can always go to the Telecommunications Industry Ombudsman with a complaint. To do that contact them:

By phone **1800 062 058**
By fax **1800 630 614**
In writing **PO Box 276,**
Collins Street,
Melbourne VIC

This is only a summary. This plan with full terms and conditions can be found at telechoice.com.au/legal/terms