



## Critical Information Summary

### OP300 ADSL2+ Phone and Broadband Bundle

#### Information About the Service

##### Description of the Service

- 300 GB peak (9.00 am - 1.00 am) data allowance.
- Unmetered off peak (1.00 am - 9.00 am) data allowance.
- Telephone service which gives you line rental and a telephone number which enables you to make and receive calls.

##### Mandatory Component of the Service

The telephone line rental is a mandatory component of the service which cannot be separated from the service. The cost of the phone line rental is included in the monthly service charge. Additionally the Long Distance voice call service associated with this phone service should not be preselected to another carrier other than Exetel; else a \$10.00 (including GST) surcharge will apply to your account.

##### Minimum Contract Term

**12 Months**

##### Limitations/Qualifications for the Service

Exetel Phone and Broadband services (based on the Optus network) are not available in all areas or premises, or in the Northern Territory. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Exetel website to check your service availability or contact our Residential Sales Team on **1300 393 835** and select Option 1.

#### Information About Pricing

##### Minimum Monthly Charge

**\$59.50 per month (including GST)**

##### Total Minimum Cost

**\$714.00 over a 12 month contract term**

Once your initial contract term has expired, your monthly charge will continue to be charged (including the cost of the phone calls) on a month by month basis until you have either changed to a new Exetel plan or until you decide to cancel your service.

##### Early Termination Charge

If for whatever reason, the service is cancelled before the end of the 12 month contract period then a maximum early termination charge of \$100.00 will apply.

##### Line Activation Charge

A once off ADSL Line Activation Charge for a new telephone line service will cost \$69.00 or to move your existing telephone number to Exetel will cost \$40.00.

##### Phone Call Charges

Your monthly telephone line rental is included in the minimum monthly charge.

The following call charges will apply:

- Call Connection Fee: 35 cents per call (for national calls to fixed line numbers, calls to mobiles and international numbers)
- Local Calls: 20 cents per call (untimed)

- National Calls: 15 cents per minute + call connection fee
- Calls to Mobiles: 35 cents per minute + call connection fee
- 13/1300 Calls: 30 cents per call
- International Calls: billed per second. Different rates apply to call international numbers. For international call rates visit [www.exetel.com.au/a\\_adsl2\\_wireline.php](http://www.exetel.com.au/a_adsl2_wireline.php)

### Data Usage Charges

The speed will be shaped to 1024/384 kbps once you exceed your monthly data allowance until the next billing cycle. No excess usage charges will apply on your broadband service.

Cost of 1 MB of data usage (included usage): Included in monthly plan value.

Cost of 1 MB of data usage (excess usage): Speed Shaping to 1024/384 kbps.

### Unmetered Usage Policy

'Unmetered': where the amount you download or upload will not be counted and you will not be billed for any data used during the specified period. For more information visit [http://help.exetel.com.au/aup\\_adsl2.php](http://help.exetel.com.au/aup_adsl2.php)

### Credit Card Surcharge

A credit card surcharge of \$1.10 will apply per month for all credit card payments. If you wish to avoid this charge, please select the Direct Debit option.

### Plan Changes

A change plan fee of \$20.00 applies along with a new 12 month contract term.

### ADSL2+ Line Speeds

ADSL2 line speeds are from 1536/256 to what your line can actually attain from time to time, of which speeds achieved by any user will depend on many factors beyond Exetel's control, like distance from exchange, diameter of the copper,

copper quality, exchange and network configuration, etc. (Average Speed Obtained From 100 Test Users Was 9.5 Mbps Down And 840 kbps Up).

## Other Information

### Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data and call usage for your Exetel service. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel Member Login Page:

[www.exetel.com.au/members/home.php](http://www.exetel.com.au/members/home.php)

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Exetel's complaint resolution team at [complaints@exetel.com.au](mailto:complaints@exetel.com.au) or call **1300 393 835** and select Option 1.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

### Customer Service Details

Contact our Residential Sales Team on [residentialsales@exetel.com.au](mailto:residentialsales@exetel.com.au) or call **1300 393 835** and select Option 1 for more information about your service and to order.

Availability – Every day of the year from 8.30 am to 11.00 pm Eastern Standard Time.

This is a summary only – the full legal terms for broadband services are available at <http://help.exetel.com.au/terms.php>

