

Critical Information Summary

Information about the service

The Service:

Our Business Bundle ADSL post-paid service offers fast speed internet access with a phone service and a monthly included data allowance. Your speed is reduced (shaped) to 256kbps once you use up all of your included allowance.

Bundling:

You must have a dedicated phone line for this service to work. The monthly charge includes phone line rental and calls.

Mandatory components:

You will need a modem/router for this service to work. The monthly charge does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information.

Minimum term:

The service is available with a minimum term of 12 months.

Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Connection speeds of up to 20Mbps/1Mbps are available at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps at all remaining ADSL enabled exchanges. Transfers from any provider who participates in the DSL/SSS transfer scheme are free of charge.

All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Actual speeds you receive may vary due to a number of factors such as distance from the exchange, the network connectivity to the exchange, your equipment, software, and Internet traffic.

Information about pricing

Minimum monthly charge:

Please refer to the table below for pricing information.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur in an Early Termination Fee of \$120.00 (inc GST).

Unit Pricing Information:

Please refer to table below for unit pricing information.

PLAN: INTERNET & BUSINESS PHONE BUNDLE								
Monthly Plans	Monthly Access Fee	Minimum Cost over 12 months	Data Included	Line Fee	Local Calls	National Calls	Mobile Calls	13/1300
ADSL 2+ Broadband Bundle	\$109.95	\$1308.00	1,000 GB	Included	Included	Included	Included	\$.44 p/call

Business Bundle ADSL



Other information

Usage information:

You can monitor your usage at www.managedtelco.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 778 390 or by sending an email to support@managedtelco.com if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: **<http://www.tio.com.au/making-a-complaint>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.

1300 778 390

sales@managetelco.com
www.managedtelco.com