

CRITICAL INFORMATION SUMMARY**MONTHLY CONSUMER BROADBAND PLAN****ZONE 1, 2, & 3****Information about the service:****Information about the Service:**

VTELECOM Broadband service uses ADSL2+ next generation DSL technology and provides much faster speeds than its predecessor ADSL. The service uses your existing Telephone lines to connect you to the Internet.

Minimum Term

v Monthly Consumer Broadband Plan Month to Month has no minimum term.

Broadband Availability

VTELECOM Broadband services are not available in all areas or premises. The broadband service offered will be determined by what is available at your location.

VTELECOM Acceptable Use Policy

The VTELECOM has set the Use policy for using its Broadband services. The policy is designed to ensure that the uses of broadband services do not break any laws, or interfere with the rights of other Internet users.

v MONTHLY CONSUMER BROADBAND PLAN ZONE 1, 2 & 3

	Zone 1	Zone 2
Rate	\$50/Month	\$80/Month
Data Usage	Unlimited	Unlimited
Fixed IP Address Additional	Additional \$10/Month	Additional \$10/Month
Contract Term	Month to Month	Month to Month
One Time Payment		
Modem Fee	\$50	\$50
Connection Fee	\$80	\$80
SERVICE AND MAINTENANCE		
Fee when a fault raised to the carrier is not found on the carrier's network		\$150
Speed Change Fee (Fee to change an Individual Service Transmission Rate Configuration (eg: if the ADSL line Transmission rate is increased or decreased.))		\$0.00
Speed Change Loading Fee		POA
Out of Hours Support		\$150.00
Fee per hour for an incorrect call out (Charge based on Time on Site)		Min \$150

CRITICAL INFORMATION SUMMARY**MONTHLY CONSUMER BROADBAND PLAN****ZONE 1, 2, & 3****Information about the service:****Equipments Required**

To use your ADSL 2+Service you are required to have an active phone line, ADSL compatible modem, a working computer and line filters.

Early Termination Fee / Cancellation Fee

There is termination charge of \$75 for v Monthly Consumer Broadband Plan Month to Month.

Information about broadband speeds

- vTelecom 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) 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.

OTHER INFORMATION**BILLING**

The pricing in this Critical Information Summary are for the full billing cycle but your first bill may include pro rata charges for part of the month if you have started a plan part way through a billing period. Refer to the "Important information about your first bill" section below for more information.

- **IMPORTANT INFORMATION ABOUT YOUR FIRST BILL**

When you commence a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

- **EMAIL BILLING**

VTELECOM is committed to reducing our environmental footprint, and therefore email billing is our default method of billing. Paper bill may be received as an option for an additional \$4.00 inclusive of GST. To opt for paper billing, please call 1800-VTELECOM.

We are dedicated to customer service excellence.

CONTACT US

For queries, technical difficulties and other complaints, please call our customer service center at 1800-VTELECOM or email us at support@vtelecom.com.au.

COMPLAINTS OR DISPUTES

For queries, technical difficulties and other complaints, please find complete contact details on our website: VTelecom.com.au.

FURTHER INVESTIGATION

If you are not satisfied with the service that you have received from us, please inform us as soon as possible. If we are unable to resolve the issue, you may then seek assistance from the Telecommunications Ombudsman (TIO). The TIO will only investigate your complaint once you have already attempted to resolve your issue with VTELECOM. The TIO may be contacted by visiting their website at www.tio.com.au or via telephone at 1800-062-058.