

**CRITICAL INFORMATION SUMMARY****HOME UNLIMITED BUNDLE****Information about the service:****PLAN 110****Service Description**

This plan is a fixed residential telephone and broadband service.

**Service Availability**

vHome Unlimited Bundle Plan 24 Months is not available in all areas or premises. The service offered will be determined by what is available at your location. Please visit our website to check the availability of our services in your vicinity: [www.VTelecom.com.au](http://www.VTelecom.com.au)

**Minimum Term**

Minimum term for this plan is 24 months.

**Equipment Needs**

To avail this service, the following equipments are needed:

- Telephone Line
- ADSL2+ modem

**Monthly Data Allowance**

This plan provides unlimited Internet access for residential use each month.

**HOME BASIC BUNDLE PLAN 24 MONTHS**

<b>Rate</b>	<b>\$110/Month</b>
<b>Local Calls</b>	<b>Unlimited</b>
<b>National Calls</b>	<b>Unlimited</b>
<b>Mobile Calls</b>	<b>Unlimited</b>
<b>Download</b>	<b>Unlimited</b>
<b>Upload</b>	<b>Unlimited</b>
<b>Flag Fall</b>	<b>N/A</b>
<b>Contract</b>	<b>24 Months</b>
<b>International Rates</b>	<b>For details, visit <a href="http://www.vtelecom.com.au">www.vtelecom.com.au</a></b>
<b>Connection Charge</b>	<b>\$80</b>
<b>Modem Charge</b>	<b>\$50</b>

**Promotions**

This summary does not cover special promotions offered by VTELECOM.

**Early Termination Fee / Cancellation Fee**

The effectivity of the plan is for a minimum of 24 months. If you want to terminate your plan before your contract ends, you will be charged with fees on prorated basis which means you will have to pay Minimum Monthly Charge x Remaining months left in completion of the contract.

**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.

**CRITICAL INFORMATION SUMMARY****HOME UNLIMITED BUNDLE  
PLAN 110****Information about the service:****Fair Go Policy**

Because VTELECOM AUSTRALIA aims to protect all its clients as they enjoy our top quality service, we implement a Fair Go Policy and the following applies to all subscribers:

- Clients must use the Landline and Broadband Plans, including Bundle Plans, in accordance to the stated limit on the subscription. VTELECOM may suspend or cancel the service to subscribers who exceeds limit or use the service excessively such that services provided to other customers are already affected.

**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](mailto: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](http://www.tio.com.au) or via telephone at 1800-062-058.