

## Critical Information Summary

Internet & Phone Bundle Plan	Included Data	Included Calls
Monthly included allowance	<b>1TB</b>	Line rental, local calls, standard national calls to landlines, standard calls to Australian Mobiles
Minimum monthly charge (1 Months)		<b>\$99.00</b>
Minimum charge for entire term (12 Months)		<b>\$1188.00</b>

All Prices quoted are inclusive of GST

### Information about the service

#### The Service:

Our Residential Internet and Phone Bundle post-paid service offers fast speed internet access with a dynamic IP address and a monthly included data allowance as well a phone service to make and receive calls. This service is carried on a network provided to us by parts of the Telstra network.

#### Bundling:

You must have a dedicated phone line for this service to work. The monthly charge includes phone line rental, local calls, standard national calls to landlines and calls to Australian mobiles.

#### Exclusions:

Calls to 13/1300 numbers will be charged at \$0.44 per call. Different rates apply to call international numbers and non-standard calls. Calls are charged per minute block. For all international call rates, see [www.visiontelco.com.au](http://www.visiontelco.com.au) for details.

#### 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:

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. Fast churn fee is free for services churned from any provider who participates in the DSL/SSS transfer scheme.

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 above for pricing information.

#### 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 an Early Termination Fee of \$120.00 (inc GST).

#### Unit Pricing Information:

Please refer to table below for unit pricing information.

# Internet and Phone Bundle



## Other information

### Usage information:

You can monitor your usage at [www.visiontelco.com.au](http://www.visiontelco.com.au)

### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 847 835 or by sending an email to [sales@visiontelco.com.au](mailto:sales@visiontelco.com.au) 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.