

Critical Information Summary

Speed Telecom \$129 Bundle Plan

1st March, 2013

Service Information:

This is a fixed line telephone and broadband service offer with a monthly access fee, available to both residential and business customers. It is only available as a product bundle and includes a Modem covered by the access fee. You must arrange/connect your own handset/s.

The Minimum Contract term is 24 months.

The monthly access fee includes Line Rental, calls to local, Non-local/National, Mobile, 13/1300, 1800 numbers in Australia and Unlimited Data on the ADSL platform, or ADSL2+ where available. All other calls are charged in addition to the monthly access fee.

Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination fees apply (except during any applicable cooling off period).

Pricing Information:

The minimum monthly charge is the monthly access fee of \$129.00. The maximum monthly charge depends on the number and type of calls that are not included in the monthly access fee. Charges for international calls vary by location – see our website for current details. 1900 and other premium service calls are subject to varying charges – check before dialling.

The minimum total plan cost is \$3,096.00 over 24 months.

The maximum early termination fees (ETF) are \$398.00.

Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 885 925

Speed Telecom Customer Care contact details:

Phone: 1300 885 925

Email: care@speedtelecom.com.au

Fax: 03 9012 4141

Online: www.speedtelecom.com.au

Postal: Locked Bag 3, South Melbourne, VIC 3205

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

Public Holidays: 9am to 6pm (AEST)

Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.speedtelecom.com.au/>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: tio@tio.com.au

Fax: 1800 630 614

Online: www.tio.com.au

Postal: PO Box 267, Collins Street West, VIC, 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday