

# Critical Information Summary

## If Telecom \$79.95 Basic Bundle Plan

1<sup>st</sup> August 2017

### Information about the Service:

The \$79.95 Plan is a single PSTN Landline telephone plus ADSL2+/ADSL Internet service for residential and business subscribers, offering various calling options and Unlimited Data access with services available to approved customers, as specified in our Standard Form of Agreement; SFOA.

Services are offered as a product bundle and you must arrange/connect your own handset/s and install the provided modem to utilize the services.

### Terms of Service:

| Category                     | Description  |
|------------------------------|--|
| Contract Term & Implications | Services are Contracted for a Minimum Term of 24 months(Two Year Contract)<br>Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any. This offer is only available on a direct debit payment basis. |
| Hardware                     | Includes 4 port Wi-Fi Modem.<br>Customers/Subscribers require to arrange and connect their own handset/s to utilize the services.  |
| Data Limit                   | Offer includes Unlimited Data.   |
| Inclusions                   | This plan includes Line Rental charges, One-time Set-up fee & GST.   |
| Exclusions                   | Unlimited Calling options within Australia.  |

### Information about Pricing:

| Usage Types                        | Amount (Inc. GST)  |
|------------------------------------|--|
| Monthly Access Fee                 | *\$79.95 – Metro Customers (Zone1) & **\$ 89.95 – Regional Customers (Zone 2)  |
| Total Minimum Cost over 24 Months  | *\$1,987.80 - Metro Customers (Zone 1) & **\$2,227.80 - Regional Customers (Zone 2) – includes \$69.00 one-time set-up fee which includes a Modem debited the day the cooling off period expires |
| Maximum Monthly Charges            | Depends on the number and type of calls, made, that are not included in the monthly access fee   |
| Pro Rata Charges                   | Apply - for all plan categories  |
| Data Included                      | Unlimited  |
| Standard Local Landline Calls      | 33c per call   |
| Calls to National Landline Numbers | 99c per call   |
| Calls to Australian Mobile numbers | 99c per call   |
| Calls To International Numbers     | Destinations priced individually – see website/call 1800 436 659   |
| Calls 13/1300 within Australia     | 40c per call   |
| Early Termination Fee              | \$199 or months remaining multiplied by monthly access fee per service (lesser amount applies)   |

- The One time Set-up fee of \$69.00 includes a Modem, which is direct debited the day the cooling off period expires
- Pro Rata charges apply for contracted plans only & are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance
- Early termination fees apply; except during any applicable cooling off period. Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – "ETF" of \$199 or months remaining multiplied by monthly access fee per service (lesser amount applies)

- A monthly charge of \$2.95 Inc. GST applies for Paper Bills
- A monthly charge of \$2 Inc. GST applies for non direct debit payment
- For any additional details about your plan, please refer to our website for full rates, terms and conditions.
- To qualify for this plan you must be the legal lessee of the telephone line.

### Other Information:

To access your updated usage information and other details, call our trained consultants on: 1800 436 659.

### If Telecom Customer Care contact details:

Phone: 1800 436 659

Email: [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au)

Fax: 1300 654 574

Online: [www.iftelecom.com.au](http://www.iftelecom.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.iftelecom.com.au>

### TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Online: [www.tio.com.au](http://www.tio.com.au)

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

Contact hours: 9am to 5:30pm – AEST; Monday to Friday.