

# Logitel Pty Ltd

## Critical Information Summary

### Optus Bundled (with Free Calls) ADSL2+

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Valid as of April, 2016.

#### Information About The Service

##### *The service:*

This is an ADSL2+ broadband service offering fast speed internet access via Optus network with a monthly included data allowance mentioned below. Once the data limit is reached, the speed will be shaped to 128Kbps.

##### *Bundling:*

This service is conditional on you having a phone line with us and equally the phone line rental is included in the service.

##### *Mandatory components:*

You will require a modem/router for this service. The monthly fee 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:*

Logitel Phone and Broadband services are not available in all areas or premises. The broadband service offered will be determined based on what is available at your location. There may also be technical or commercial reasons that affect our ability to connect a service at your address. To check your service availability please visit the Logitel website or contact our Residential sales team on 1300 301 428.

This service provides you with a static IP address. dynamic IP address is not available for this service. Please contact us for further information.

#### Information About Pricing

##### *Minimum monthly charge:*

Monthly included allowance	100 GB	300 GB	Unlimited
Peak (9am to 1am) / Off Peak (1am to 9am) Allowance	50/50	150/150	Unlimited
Minimum monthly charge, 12 months contract	\$75.00	\$85.00	\$98.00
Minimum charge for entire term 12 month contract (includes \$69 12 months contract fee)	\$969.00	\$1089.00	\$1245.00

##### *Line Activation Charge*

A once off \$69 ADSL Line activation charge applies.

### *Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. Termination charges are \$100 for 12 months contract. The service is linked with premises as well as the service number. Termination will result in case of either changing the land line number at the same premises or changing address with the same land line number.

### *Unlimited Included Calls:*

Unlimited Included Calls are inclusive of only: Local, 13/1300, Standard National and Australian Mobile Numbers. You can add additional \$20 to make an Unlimited Number of Untimed Calls to Fixed Landline Numbers in the following countries: United Kingdom, New Zealand, United States of America, China, Germany, France, Hong Kong, Canada, Japan and Singapore

### *Unit Pricing Information:*

Monthly included allowance	100 GB	300 GB	Unlimited
Cost of using 1GB incl. in allowance.	\$0.18	\$0.93	\$0.15

### *Payment Processing Fees*

A \$2.50 fee will be charged for each payment if you choose to pay by Aus Post. A \$1.10 surcharge will be added each month if you choose to pay by Direct Debit from a bank account and/or credit card. All other payment methods do not have processing fees.

### *Paper Invoice Fee*

A \$2.80 paper invoice fee will be charged each month if you choose to receive a paper bill.

### *CSG Waiver Policy*

BY choosing this plan you are agreeing to waive your Customer Service Guarantee (CSG) rights. Detail for the waiver has been provided with the online application form that has been filled.

### *Plan Changes*

If you change your plan during your contract term a fee of \$40 will apply and the contract will be renewed to the same period. Contact Customer Service if you would like further information.

### *Order Withdrawal Charges*

If the consumer change his/her mind and wants to cancel the order after the order is placed with the supplier, there will be a fee of \$99 for the withdrawal.

### **Other Information**

#### *Usage information:*

You can monitor your usage at <http://myaccount.logitel.com.au/> or by calling us on 1300 304 128

#### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 304 128 or by sending an email to [customer.support@logitel.com.au](mailto:customer.support@logitel.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: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>