



Unlimited ADSL Broadband + Phone Bundle

Critical information summary for your Unlimited ADSL Broadband + Phone Bundle

Description of the Service

This ADSL Broadband and Phone Bundle combines your home phone service with an ADSL Internet service including an unlimited data allowance.

Zone dependent pricing:

This service is available to all homes located in exchange zones 1, 2 and 3. Pricing will depend on what zone you are in. You can confirm your zone by calling us on 1800 211 112.

Mandatory components:

You will require an active telephone line and a modem to use this service. If you require Tangerine Telecom to supply a modem a one off charge of \$99 will apply. Note: there is no charge to use your own ADSL modem.

Minimum term:

This service is available on a 24 month, 12 month or 0 month minimum term.

Set up costs:

The 24 month option has no set up cost. The 12 month option has a \$59 one off set up cost. The 0 month option has a \$99 one off set up cost.

What's Included and Excluded?

Included in this plan:

- Line rental
- ADSL2+ Broadband Internet with an unlimited amount of data (if ADSL2+ is not available at your exchange ADSL1 8Mbps will be activated)
- Static IP address

Excluded in this plan:

- Local calls
- National calls
- Calls to Australian mobile numbers
- 13/1300 calls
- Calls to international destinations
- Premium rate services, ie. 1900 calls.

Information about Pricing

Minimum monthly charges

Zone	Zone 1	Zone 2/3
Minimum monthly charge	\$79.95	\$99.95
Minimum charge 12 month option	\$959.40	\$1,199.40
Minimum charge 24 month option	\$1,918.80	\$2,398.80

Call charges:

Local call	20c / call
National call	20c / min
Call to Australian mobile	40c / min
Call to 13/1300 number	40c / call
Timed call connection fee	29c / call
Timed call billing increment	60 seconds

Charges apply to calls to international destinations and international mobile phones. These charges can be found by visiting our website: <http://www.tangerinetelecom.com.au/help/what-are-your-international-call-rates>

Premium rate services are charged in accordance with the service supplier, please seek clarification from the premium rate service provider before making these types of calls.

Telephone Line Connection Charges

A telephone line connection fee may apply where there is no active telephone present:

Without a technician visit \$72.57

With a technician visit \$153.75

New telephone line installation \$367.77 with a technician visit and cabling work done up to the MDF.

Non-direct debit and paper bill fees

If your account is NOT set up on direct debit then you will be charged a \$3.50 / month non-direct debit fee. If you choose to receive your bill via post then you will be charged a \$3.50 / month paper bill fee. It is free to receive your bill via email.

Early termination charges:

If you cancel either the phone or internet service or transfer either service away prior to the end of your contract term you will incur an early termination charge of \$220 per service. Note that the 0 month option does not have an early termination charge.

Other information

Usage Information

A spend management tool is available to all Tangerine Telecom customers free of charge via the member portal at:

<https://customerportal.utilibill.com.au/tangerinetelecom/>

Connection Timeframes:

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible. If there has been a previous working phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

Silent Line:

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for a Silent Line. You'll be charged \$3.22 per month.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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

Service Details:

This Tangerine Telecom ADSL service is provided using the Telstra network. Tangerine Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra. For further information on the Telstra network please visit <http://www.telstra.com.au>

Broadband Speed:

Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.

Availability:

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Billing

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Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 211 112.

You can access our complaint resolution process via the details on our website at www.tangerinetelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

Telecommunications Industry Ombudsman

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

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

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