



www.allcomms.com.au

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

\$85 Broadband Starter Bundle

DESCRIPTION OF THE SERVICE

This bundle includes the following monthly benefits for use within Australia:

- > **ADSL2+ or if not available then ADSL1 Internet.**
- > *10 GB download per month of uploads and downloads.*
- > *Phone Line rental included.*
- > *Pay for calls to local, national, and Australian mobiles as well as international and any other call type.*

ALLCOMMS PHONE AND BROADBAND AVAILABILITY

Allcomms Phone and Broadband services are not available in all areas or premises. The broadband service offered will be determined by what is available at your location. The service offered is ADSL2+. If ADSL2+ is not available your service will automatically be ordered as the next fastest service which is typically ADSL1 Open 1.

MINIMUM TERM

Allcomms plans are Contract Free, although to cancel a 60 day notice period is required.

USAGE TYPES IN AUSTRALIA

PLAN USAGE TYPES	Amount (inc. GST)	Included in your monthly fee?
Standard calls to other Australian mobiles	30c p/m	NO
Standard calls to local fixed lines	20c	NO
Standard calls to national fixed lines	20c p/m	NO
Calls to 13/1300 numbers	40c	NO

CHARGES TO INTERNATIONAL NUMBERS

PLAN USAGE TYPES	Amount (inc. GST)	Included in your monthly fee?
International calls	Standard rates apply, see www.allcomms.com.au	NO

DATA USAGE IN AUSTRALIA

PLAN USAGE TYPES	Amount (inc. GST)	Included in your monthly fee?
Monthly Data Allowance	10 GB PER MONTH of uploads and downloads	YES
Excess data charges in Australia	Not Applicable	

EQUIPMENT NEEDS

You need a compatible telephone handset to make calls as well as a compatible ADSL2+ Broadband Modem to use this service. The modem must be an Allcomms approved device as some Modems from other suppliers may be locked to their network only and will not be compatible with your Allcomms service. You have the option to purchase an Allcomms Broadband modem which we will provide for you at a cost of \$150, which includes configuration and shipping. Please ensure you inform us if you use equipment such as disability or medical services or back-to-base alarm. Some equipment may require an alternative service or additional equipment.

BUNDLING ARRANGEMENTS

You must keep both the telephone (local and long distance) and broadband services to retain the rates in the above table and the bundle monthly fee. If you cancel or port a service away, we will change the remaining service to a standalone plan which may cost more than the bundled equivalent. If you retain your phone service and cancel or churn your ADSL service to another provider you will be on the Home Phone Basic plan and charged \$35 per month; if you churn your home phone away you will be placed on the Unlimited Naked Broadband Plan and be charged \$89 per month.



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SYSTEM REQUIREMENTS

To use the Allcomms Broadband Service you need to make sure your computer is compatible and has the appropriate Wi-Fi connection or an Ethernet port to connect to your Modem.

SPECIAL PROMOTIONS AND VALUE ADDED SERVICES

This summary doesn't include any special promotions or extra value added services that you select whilst you have this telephone and broadband bundle plan.

ALLCOMMS INTERNET ACCEPTABLE USE POLICY

The Allcomms Internet Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to 'unreasonable' and 'unacceptable' uses of this plan. For further details go to allcomms.com.au

INFORMATION ABOUT PRICING

Monthly Recurring Fees – Your Minimum monthly charge is \$85 per month

UPFRONT FEES

LINE INSTALLATION FEE IF REQUIRED

Minimum of \$99 or \$299 once off fee only.

Internet Activation Fee

\$100 once off fee only

LINE INSTALLATION FEE

A minimum fee of \$99 is charged to activate a new line. Should additional work be required then a total fee of \$299 may be charged. This is often not known at the time of ordering, however all efforts will be made to contact you to let you know if additional fees are likely to be charged for the installation of the new line.

CANCELLATION FEES

Since we do not tie you up in any contracts, we will require a 60 day notice prior to service termination. You may choose to use your service within those 60 days. If you would require an abrupt cancellation of service, we can accommodate that. You will be charged for the 60 days.

MOBILE CALLS

A 2 minute call to an Australian Mobile costs \$0.60.

PLAN CHANGES

You may change your plan any time. If reducing your plan a fee of \$35 is payable. Contact Customer Service if you would like further information.

PAPER INVOICE FEE

A \$2.20 paper invoice fee will be charged each month if you choose to receive a paper bill.

BROADBAND DATA USAGE

You have 10Gb of Data Usage which includes both uploads and downloads. If you exceed your usage your service download speed will be reduced to 256K until the anniversary of your service activation date. You can upgrade your plan at any time. You will not be charged for excess data if you use more than 10Gb per month.

OTHER INFORMATION

TRACKING YOUR SPEND

You can monitor your unbilled Data Usage by visiting your account at unite.allcomms.com.au

CUSTOMER SERVICE

You can call 1300 018 725 for assistance on your account balance, usage status, payment details and other information at any time.

For other assistance and account information, see allcomms.com.au

CUSTOMER COMPLAINTS

You can contact our complaint resolution area by calling us on 1300 018 725. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only – the full Terms and Conditions for this plan can be found at allcomms.com.au



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