

## Critical Information Summary

### Bliss Unlimited- ADSL Biz Ultimate Off Net

#### Information about the service

##### Description of the service:

This product consists of an ADSL broadband service with Unlimited monthly data limit and a fixed telephone service utilizing PSTN.

##### Bundling Arrangements:

In order to receive this service you are required to bundle both phone and broadband service with Blisstel.

##### Hardware requirements:

Only in 24 Months plan Wi-Fi Modem is included otherwise you require a compatible unlocked ADSL modem and a telephone handset to be able to use this service. You can purchase the Modem from Blisstel and in both cases a delivery charge of \$19.95 will be applied. Please ensure to notify us if you use equipment such as medical services, back to base alarm or disability service. Some equipment may not be compatible with our services. It is suggested that you discuss your present equipment with our customer service team and they will be able to tell you if it's not compatible.

##### Minimum Term:

1, 12 or 24 months

##### Blisstel Service availability:

Blisstel ADSL Services are not available in all areas or premises. There may also be technical or commercial

reasons that affect our ability to connect a service at your address. To check your serviceability please contact our customer service team at **1300 254 777**.

##### Value Added Services/Special Promotions:

This summary does not include any value added services or any special promotions that you may have selected.

##### Blisstel Fair Go™ Policy:

The Blisstel Fair Go™ policy applies to “excessive and unreasonable use” of this plan. Further details on Blisstel Fair Go™ policy can be found on [www.blisstel.com.au/support/#policies-and-forms](http://www.blisstel.com.au/support/#policies-and-forms).

##### Customer Service Guarantee (CSG)

The standard monthly charge and set up fee is based on the new customer agreeing to waive their CSG. For more information on CSG please visit <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>.

##### Additional Information

Local, national, mobile and 13/1300 calls are included in this plan. International calls are not included. You can check international call rates here: <http://blisstel.com.au/personal/international-rates>

#### Information about pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Set-up Fee	Modem*	Shipment and Handling*	Excess Data Charges	Total Minimum Cost*	Early Termination Fee
12 Months	\$134.95	Variable depending on phone usage	\$79	\$69.95	\$19.95	N/A	\$1698.40	\$180 Pro rated
24 Months	\$134.95		\$49	Included	\$19.95		\$3287.80	\$360 Pro rated

\*Total minimum cost does not include optional modem and its related shipment and handling

##### New Connection Fee for Phone Line:

A connection fee for the phone line may also apply. When applicable, this fee ranges from \$59 to \$299.

##### Excess Usage Charges:

Not applicable

##### Static IP:

Not included

**Paper invoice fee:**

A \$2.50 paper invoice fee will be charged each month for every paper invoice that you choose to receive via post. For free of cost online bill statements please contact Customer Service to set up email billing.

**Credit Card fee:**

A fee of 1% is charged on all Visa or Master Card payments. All other cards are not accepted.

**Late payment fee:**

A late payment fee of \$16.5 will be charged every time the bill is not paid in full by the due date.

**Plan change fee:**

No plan fee will be charged during your contract term if you decide to change your plan type

## Other Information

**Tracking your usage:**

Your data & phone usage can be obtained by logging into your account online at <https://customerportal.blisstel.com.au/> or by calling our customer service number at **1300 254 777**.

**Customer service:**

Our customer service number is **1300 254 777**. If you require any assistance on your account, usage or you face any service difficulties please call on this number during business hours.

**Customer complaints:**

For any escalations or complaints, you can contact our complaint handling and resolution team on **1300 254 777**. If you are not happy with the outcome, you may also contact the Telecommunications Ombudsman on 1800 062 058.

**Service Restrictions:**

Your services may be restricted if the full payment of your bill has not been received by the due date.

**Provisioning Guarantee:**

If you are connecting a new telephone line, please note that we are unable to confirm/guarantee ADSL eligibility until your new phone service is connected. In the event that your chosen broadband service is not available then we will contact you to discuss your options. Any costs such as phone line connection fees, line rental and usage charges may still apply for the duration of the newly connected phone service.

**ADSL Speeds:**

Blisstel will endeavour to provide you with the Fastest possible speed at your premises. If ADSL2+ is available to you the download speed will be up to 20 megabits per second. If the standard ADSL is available in your area, the download speed will be up to 8 megabits per second. The data speed may vary depending on the distance from the exchange and the type of internal cabling installed at the premises, your equipment and the applications that you are using. The delivered service will be subject to available ports, we will always ensure the fastest available port is provisioned (incl. ADSL2+ & ADSL).

**This information is summary only. Please visit [www.blisstel.com.au](http://www.blisstel.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services. This document is valid as of 29 May 15.**