

Critical Information Summary

XLN Telecom \$51 Broadband Plan

1 March, 2013

Information about the service

This service is a fixed line broadband offer with a monthly access fee, available to both residential and business customers. It is not part of a product bundle, and it includes a modem covered by the access fee.

Minimum term is 24 months.

The monthly access fee includes 15 GB of data on the ADSL platform, or ADSL2+ where available.

Service is shaped to 64 kbps when included data is fully used.

Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period).
- Unused monthly data entitlement does not roll over.

Information about Pricing

The monthly charge is a fixed \$51.00.

The total plan cost is \$1,224.00 over 24 months.

The early termination charge is \$199.00.

The cost of 1 MB of data in Australia = 0.003c/MB.

Other Information

Your usage information is available by calling 1300 874 427 and asking our trained consultants.

XLN Telecom Customer Care contact details

Phone: 1300 874 427

Fax: 03 901 8 4348

Email: care@xlntelecom.com.au

Online: www.xlntelecom.com.au

Postal: PO BOX 3391, Wheelers Hill, Vic, 3150

Contact hours: 8am to 8pm (AEST) Monday to Friday, 9am to 5pm (AEST) Weekends and Public Holidays

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.xlntelecom.com.au/download/XLN-Complaint-Handling-Process-Summary.pdf>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: tio@tio.com.au

Fax: 1800 630 614

Online: www.tio.com.au

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

Contact hours: 9am to 5:30pm (AEST) Monday to Friday