

Critical Information Summary

Complete Telecom \$49 Broadband Plan 1 May, 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 12 months.

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

Other important conditions:

- Offer available to approved customers that have a current account with a PSTN fixed line service already billing with us.
- A \$49.00 set up fee occurs which is charged in the first months bill.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period).
- If the current PSTN fixed line is cancelled, the monthly access fee for this service becomes \$59.95.

Information about Pricing

The monthly charge is a fixed \$49.00.

The total plan cost is \$637.00 over 12 months.

The early termination charge is \$199.00.

Other Information

Your usage information is available by calling 1300 895 699 and asking our trained consultants.

Complete Telecom Customer Care contact details:

Phone: 1300 895 699

Email: care@customercareteam.com.au

Fax: 03 9012 4440

Online: www.completetelecom.com.au

Postal: Locked Bag 3, South Melbourne, Vic, 3205.

Contact hours: 8am to 8pm (AEST) Monday to Friday, 9am to 6pm (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.completetelecom.com.au>

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