# Critical Information Summary

# Zoomtalk \$55.95 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.

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 \$55.95.

The total plan cost is \$1,391.80 over 24 months, which includes \$49.00 set up charge.

The early termination charge is \$199.00.

The cost of 1 MB of data in Australia = 0.0037c/MB.

#### Other Information

Your usage information is available by calling 1300 762 997 and asking our trained consultants.

#### Zoomtalk Customer Care contact details

Phone: 1300 762 997

Email: <u>care@zoomtalk.com.au</u>

Fax: 03 9017 8953

Online: <u>www.zoomtalk.com.au</u>

Postal: PO Box 8349, Tarneit, VIC, 3029

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.zoomtalk.com.au/downloads/ZT-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: <u>www.tio.com.au</u>

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

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