



CRITICAL INFORMATION SUMMARY

Broadband Internet 500GB Plan - \$99.90 per month

Information about the service

Your plan includes:

- ADSL Broadband for your internet service

Description of Service	
Minimum term	Choice of 0-month - \$199.00 setup 12-months - \$99.00 setup 24-months - \$0.00 setup
Included data allowance	500 Gigabyte (GB) – where 1GB(Gigabyte) = 1000MB(Megabytes). Your unused allowance expires each month. If you exceed this limit in a monthly billing period, you won't be charged extra for use.

This service is only available in certain areas.

Information about pricing

Internet Component	
Minimum monthly charge	\$99.90 per month
Included data	500 Gigabytes (GB)
After limit reached	Speed slowed to 72kbps
Data rated at	\$0.1998 per GB

Early Termination

Early termination fee is the monthly access fee for the remainder of the contract period plus accrued and unpaid usage charges up to termination.

Minimum total cost

- 0-month contract - \$298.90
- 12-month contract - \$1297.80
- 24-month contract - \$2397.60

Purchasing a modem/router

You will need a modem/router in order to use the Internet, if you do not own one already you can purchase one from us.

The cost for a modem/router from us is **\$189** which includes pre-configuration and delivery.



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Other information

Monitoring your usage

You may view your usage by logging into our member's portal. Access it from <https://my.fantel.com.au/>.

Billing

Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Each bill includes usage charges and the minimum monthly charge in advance.

A \$2.20 invoice payment and handling fee will be charged if you are not setup for automatic payment using a credit card.

Customer service details

For further assistance, please contact our customer service centre at 02 8332 3030.

If you wish to make a complaint, please contact our complaints resolution team at the same number above or lodge your complaint by emailing complaints@fantel.com.au.

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Fantel Pty Limited, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. Calling 1800 062 058; or
- b. Emailing to tio@tio.com.au; or
- c. Faxing to 1800 630 614; or
- d. By post to PO Box 276, Collins Street West, VIC 8007.