



## CRITICAL INFORMATION SUMMARY – DIGITAL \$100 UNLIMITED BROADBAND

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

### INFORMATION ABOUT THE SERVICE

ADSL is a high-speed broadband internet service which shares your existing telephone lines and allows you to use your phone or fax line while you're on the internet. You can transfer your existing broadband service or activate a new service with us on your existing PSTN service.

### MINIMUM TERM

12, 24, 36, 48 or 60 Months. When you are including a Mobile SIM plan the minimum term is 24 months for all products. All Bartercard contracts are automatically renewed at the end of their current contract for the same contract period again, i.e., if you have a 24-month contract, at the end of that period you have not advised us to the contrary your contract will be renewed for a further period, the same as the initial term.

### KEY DETAILS

The Bartercard \$100 Unlimited ADSL plan includes unlimited data. The service will have a maximum speed of 20480/1024, measured as download speed/upload speed in Kbps.

### HARDWARE

A standard WIFI Router is supplied as part of your Activation Fee. A delivery fee of \$25 applies.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY CHARGE

T\$/Q\$100 when bundled with one of our Bartercard/Qoin Phone plans, or if standalone with 50/50 split of Bartercard and Cash. The Bartercard/Qoin component is paid in advance at the start of the contract for the entire contract period. The cash component is charged monthly in advance and is debited from a credit card or bank account at the beginning of the month once the monthly invoice has been issued. It is mandatory that all Bartercard customers have automatic payment arrangements in place from a Bank Account or Credit Card. Payments from a credit card incur a processing fee, depending on the card type, per <https://www.besttelecom.group>.

#### ACTIVATION FEE

\$299 and includes a standard WIFI router; a delivery fee of \$25 applies. Upgraded routers and wireless extenders are available for an additional fee, depending on your requirements.

#### MINIMUM TOTAL COST

\$1634

#### DISCONNECT CHARGE

A \$110 disconnection charge applies when cancelling the service, irrespective of whether the service is in contract.

#### EARLY TERMINATION CHARGE

If you cancel your Bartercard \$100 Unlimited ADSL plan before your minimum contract term ends, you will forfeit any Bartercard trade dollars paid for the contract term & a cash component for the remaining months of the contract becomes payable i.e., if you still have 6 months remaining cash component payable would be 6 x \$100 total \$600. A calendar months' notice period is required to cancel any plan.

#### COST OF 1MB OF DATA WITHIN AUSTRALIA

\$0/MB within the included value. Excess data usage: 0c/MB.

#### OTHER CHARGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.



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### OTHER INFORMATION

#### BROADBAND SPEEDS

The maximum speed for this Broadband plan is 20480kbps download and 1024Kbps upload.

Actual speeds vary due to several factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic.

Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

#### TRANSFERRING TO THE NATIONAL BROADBAND NETWORK (NBN)

If the NBN comes to your area, we'll take responsibility for managing your transfer to this new network. To do this, we will need your agreement and help to access your premises, and we'll talk with you about installation requirements. We will work with you to make this as simple as possible, but we may need to cancel your plan if you don't want to move across. We'll let you know the details before any changes happen.

#### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit <https://besttelecom.group/terms-conditions/> for our Standard Form of Agreement.

#### MANAGE YOUR SERVICE ONLINE VIA OUR MEMBERS AREA

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information at <https://client.besttelecom.group> – great for budgeting and end of financial year reporting. To register, please call us on 1800-792-151.

#### BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the '**Important information about your first bill**' section below for more information.

#### Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include the appropriate proportion of your minimum monthly charge based on the number of days left in the billing period.

To opt into receiving electronic billing, request an email bill and/or set up direct debit please call us on 1800-792-151.

#### WE ARE HERE TO HELP

If you have questions about your bill, technical support service or connection, please call us on 1800-792-151.

#### Complaints or disputes

If you need to make a complaint you can:

- call 1800-792-151
- call your account representative if you have one
- visit <https://www.besttelecom.group>

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at <http://www.tio.com.au/about-us/contact-us>

This is a summary only – the full legal terms for this plan are available at <https://www.besttelecom.group>.

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