



## CRITICAL INFORMATION SUMMARY ADSL2+ / PSTN / IP VOICE BUNDLE

| PLAN   | IP Voice Basic   | IP Voice Total   |
|--|--|--|
| Monthly Price (min 24 months)                        | \$79.95 / month  | \$89.95 / month  |
| ADSL2+ Unlimited download                            | Unlimited  | Unlimited  |
| PSTN Line  | Included   | Included   |
| IP Voice Line (NBN Ready)                            | Unlimited  | Unlimited  |
| Unlimited local calls                                | Unlimited  | Unlimited  |
| Unlimited National Calls                             | Unlimited  | Unlimited  |
| Unlimited Fixed to Mobile Calls                      |  | Unlimited  |
| 13/1300 Calls  | \$0.35/call  | \$0.35/call  |
| Fixed to mobile                                      | \$0.17/min   | Unlimited  |
| International  | 1) Standard Rate (refer rate card) or<br>2) \$5 Unlimited to our top 15 Countries<br>(landline only) | 1) Standard Rate (refer rate card) or<br>2) \$5 Unlimited to our top 15 Countries<br>(landline only) |
| Mobile Bolt On (Unlimited fixed to mobile)           | \$27.95  |  |
| Additional IP Voice Line (Local & National Included) | \$11.95  | \$11.95  |
| Total minimum plan cost                              | \$1,918.80   | \$2,158.80   |

Prices displayed are for ADSL2+ ZONE 1 exclusively

### INFORMATION ABOUT THE SERVICE

This service is a fixed line broadband bundle offer which includes an IP Voice service along with ADSL2 data with a monthly access fee. You may supply your own modem or purchase from us at additional cost.

The following is a quick summary of all the important information about the ADSL2+ / PSTN / IP Voice bundle. The plan provides a broadband internet service. You must have an existing phone line to use this plan.

**Minimum monthly access charge** \$79.95

**Minimum term**  
24 months

### Other important conditions

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement available on our website.
- Early termination charge applies (except during any applicable cooling off period).
- A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required.
- All services are prepaid. Customer must pay the monthly recurring charges in advance.
- Standard installation does not include internal cabling/infrastructure and Technical Support visit. If a Technical Support visit is required the charges are \$132 (inc. GST) for Callout Charge plus \$132 per hour (inc. GST)
- Mobile Bolt-On 1 Mobile Bolt-On subscription for every 2 SIP line is allowed but must be applied consistently within the same account
- Excludes high volume telemarketing

### Availability

The ADSL2 Service is only available within selected ADSL2+ coverage areas and subject to infrastructure availability at the customer's premises

**ADSL2 Speed**

Actual throughput speed may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated. Devices connected by Wi-Fi may experience slower speed than those connected by a cable.

**Hardware**

A compatible ADSL2+ broadband modem and telephone handset is required to use this service.

|   |             |
|---|-------------|
| Preconfigured Modem (voice enabled) & Service setup | \$99.00     |
| Upgrade to Premium Modem                            | Add \$99.00 |
| Postage & Handling Charge                           | \$19.95     |

**INFORMATION ABOUT PRICING**

Your minimum monthly charge and total minimum plan cost  
Please refer to the pricing table herein.

**Usage Information**

For information about your current usage levels please contact Customer Service by calling 1300 833 177

**Connection Timeframe**

Once we've accepted your application, we'll try to connect your service on the date you ask for, but this might not always be possible.

If there has been a previous working service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 2-3 working days of your request.

If this isn't possible, then we aim to connect your service within 5 to 15 working days, depending on your location.

**Billing**

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the minimum monthly charge in advance for the next billing period. Our billing period starts on the 1st of every month.

**Payment processing fee**

If you pay by BPay savings or direct debit from a bank account or credit card, there are no processing fees. A \$5.45 fee will be charged each month if you choose not to pay your bill by direct debit. Please contact Customer Support to set-up direct debit  
Exception: For payments made by credit, debit, charge or prepaid cards, the non-direct debit fee will not apply.

**Paper invoice fee**

There are no charges for email or online billing. A \$4.25 paper invoice fee will be charged each month if you choose to receive a paper bill. Please contact Customer Support to arrange online billing or to request an email bill.

**Early cancellation of your Service**

If you cancel your Service, you will not be eligible to receive a refund on any fees that you've already paid to us. In the instance that data services are transferred to an alternative provider, IP voice service access will be charged at \$30.00 per month including GST.

If you cancel your service after activation but before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETF) up to the maximum amount of \$299. The ETF decreases each month you stay on the plan.

If you require your Service to be moved to a different area, you'll need to restart your term to avoid any ETC. If the Service isn't available in the area to which you would like it moved, your Service will be cancelled and an ETC will apply.

**OTHER INFORMATION Contact Us**

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please visit [www.bvivid.com.au](http://www.bvivid.com.au)  
You can also call us on **1300 833 177**

**Concerns or disputes**

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. or call us on 1300 833 177 Monday to Friday (9am-5pm AEST) or visit our website at [www.bvivid.com.au](http://www.bvivid.com.au)

If you are not satisfied with the resolution of your complaint you can contact the Telecommunications Industry Ombudsman:  
Phone: 1800 062 058.

Email: [tio@tio.com.au](mailto:tio@tio.com.au) Website: [www.tio.com.au](http://www.tio.com.au)