



Critical Information Summary

VeeTel ADSL2 Unlimited

Information about the Service

Service: This service is a Standalone ADSL2 Internet broadband carried over on the Telstra copper infrastructure on Zone 1 (Metro) exchanges. Existing ADSL2 service can be transferred from your current service provider that participates in transfers to and from or VeeTel can connect a new ADSL2 service. The ADSL2 service is available only in selected coverage areas on the Telstra Zone 1 (Metro) exchanges with compatible infrastructure.

Bundling: This service requires an active telephone line at your premises for the service to be successfully connected. The Line Rental is not required to be with VeeTel however VeeTel can provide a Telephone Line for an additional cost. For more information give us a call on 1300 833 835.

Equipment: You will need a compatible ADSL2+ broadband modem and filters. Modems can be purchased from VeeTel at an additional cost.

Inclusions: Includes unlimited data downloads.

Minimum plan commitment: The minimum commitment is 24 months

Information about Pricing

Minimum Monthly charge	\$39.95 per month
Connection fee	Commitment
Minimum commitment	24 Months
Minimum total Plan Cost:	\$958.80

- If a **WIFI modem** is purchased **\$69.00** will also be charged on the first invoice
- **An early cancellation fee of only \$99.00 applies** if the service is cancelled within the commitment period. Any remaining monthly fees will no longer apply after the service is cancelled.
- Relocation fee of \$99.00
- Relocation fee of \$198.00 if **relocating from Metro Zone 1 to Regional Zones 2 and 3** plus an additional \$30.00 per month to the Minimum Monthly charge.
- Plan Downgrades, if a downgrade is requested for any plan during your commitment period a \$99.00 downgrade fee applies. The plan will take effect from the following calendar month.

Other Information

To obtain your Data usage please contact VeeTel customer Service on 1300 833 835 during business hours or email enquiries@veetel.com.au

If you have any concerns about the service we are providing to you, you should contact us immediately:

Customer Service Enquiries

1300 833 835

+61 2 9344 1600 (Outside Australia)

Email Enquires

enquiries@veetel.com.au

Fax number

02 9314 1717

Postal address

VeeTel Pty Ltd

Locked Bag 9004

Maroubra NSW 2035

If you are not satisfied with our complaint handing process and you have communicated your concerns with a senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <http://veetel.com.au/terms-and-conditions.html>