



## Critical Information Summary

### 500GB 12/1 Plan

#### Information about the Service

This plan is a Home phone Line rental and Internet Broadband bundle on the National Broadband Network (NBN) with a Speed of up to 12Mbps/1Mbps and 500GB Download limit.

#### Equipment

You will need a compatible Telephone analogue handset for the phone line (plugged into the Uni-V Port of NBN's Network Termination Device "NTD") and a NBN enabled broadband modem. Modems can be purchased from VeeTel at a charged of \$69.00 including GST.

#### Minimum plan commitment:

The minimum commitment is no commitment or the plan can be taken on the following commitment periods: 12 and 24 months.

**Includes:** NBN Line Rental and 500GB of downloads. Then speed shaped to 256kbps.

**Excludes:** The plan excludes any calls. It can be offered providing NBN being enabled in you area, our supplier having network coverage and is subject VeeTel's Acceptable use Policy.  
[http://veetel.com.au/files/veetel\\_acceptable\\_use\\_policy.pdf](http://veetel.com.au/files/veetel_acceptable_use_policy.pdf)

**Please note:** VeeTel cannot guarantee any speeds. Due to Factors out of our control the speed will differ due to the following aspects including: The number of equipment connected to your Wifi network, quality of hardware /software of your PC., any major works or maintenance by our wholesale supplier or NBN in which it may restrict your service. There may also be congestion on our wholesale supplier's network this means our wholesale supplier may not be able to provide the consistent speeds at all times of the day, Downloads from overseas sites. (Some International sites will have their own traffic management per site visitor to a specific download rate. This means slower download speed on the site may be experienced) and power outages as the NBN service is connected to a Power supply. The provided backup battery will work up to 4 hours.

#### Information about Pricing.

Minimum Monthly charge	\$69.95 per month
Cost Per 1GB	13.99 Cents
Connection fee	<b>Commitment</b>
\$0.00	24 Months
\$59.59 on first invoice	12 Months
\$99.95 on first invoice	No commitment
<b>Total Plan Cost Including Connection fee</b>	
12 Months:	\$899.35
24 Months:	\$1678.80

**Call rates:**

- Local Calls: 2.2 cents per minute
- National Calls: 4.4 cents per minute
- Calls To mobiles: 18 cents per minute (2 minute call cost of 69 cents)
- 13/1300 numbers: 40.7 cents per call.
- A standard connection fee of 38.5 cents applies for timed calls excluding Local
- International Rates <http://veetel.com.au/nbn-international-rates.html>

**Additional Costs:**

VeeTel will also charge you for additional features used by you for example 1900, 123 Sensis. The initial month of billing will be pro-rata from the date you join and a month in advance. Call charges are only for the month of billing. For Example, The calls you make in May are sent to you on the May Bill around 11th of June and so on.

**Call package Add Ons:**

At your convenience you can add or remove the following call package to your monthly invoice to include calls. This will not affect the above plan details:

**\$9.95 per month:** You can include your Local and National Calls.

**\$19.95 per month:** You can include you Local, National and Calls to Australian Mobiles regardless of network.

**An early cancellation fee of only \$165.00 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 \$165.00
- Plan/Speed Upgrades/Downgrades \$99.00. (The plan will take effect from the following calendar month with a new Commitment period)

**Other Information**

To obtain your Calls usage please contact VeeTel customer Service on 1300 833 835 during business hours or email [enquiries@veetel.com.au](mailto: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](mailto: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 handling 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>