

Essential 1TB Prepaid Phone & Data Broadband Bundle



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Essential 1TB Prepaid Phone & Data Broadband Bundle** plan.

You are renting a package that includes a Hewlett Packard Laptop or an Apple Wireless 16GB iPad Air; a modem and a handset. It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a pre-paid Internet and Phone line bundle with hardware. It gives you access to our landline and internet networks, a phone number, and lets you make and receive phone calls. The Internet access allows you to upload and download data

MINIMUM TERM

The minimum term of the rental plan is **24 months**.

WHAT'S INCLUDED AND EXCLUDED?

The following calls and features are included in your monthly plan, at **no additional charge**:

- Home Line rental
- Calls to Local and National numbers
- Calls to 13/1300 numbers
- Calls to Telstra Mobiles
- Calls to Standard Mobiles (excluding satellite)
- ADSL Broadband Internet Service
- Uniden FP 1200 or Uniden SSE 33 Corded Phone
- Apple Wireless 16GB iPad Air Wi-Fi model **OR** Hewlett Packard 15-r040tu Notebook PC.
- ADSL2 WI-FI Modem (valued at \$99.00)
- *Installation credit up to \$150.00 (refer Connection charges)

International calls and 19/1900 calls will not be available.

BROADBAND USAGE ALLOWANCE

1TB monthly usage allowance.

Once you have reached your usage allowance, the speed of your service will slow to 256kbps. Usage means monthly download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is not counted towards your usage allowance. Usage must comply with acceptable use policy.

INFORMATION ABOUT PRICING

Your **minimum fortnightly** charge is **\$89.00** for home phone access and broadband services. The minimum amount you'll pay over the period of your plan term is **\$4272.00**. You will also receive an ADSL 2 WIFI Modem valued at **\$99.00**. Call charges, if applicable, are charged in per second increments.

EXCESS DATA CHARGES

No excess data usage will be charged. Once you have reached your usage allowance, the speed of your service will slow to 256kbps until the next period.

CONNECTION CHARGES

All installation charges will be covered in this rental agreement except for

New telephone line connection (New telephone line connection – a telephone service has not previously been connected at your property or premises (although we may have previously installed cabling to your property or premises and you may be able to hear a dial tone)

New telephone line connection (Telephone line connection with a technician visit with cabling work – a previous telephone service existed at your property or premises and one of our technicians is required to visit your property or premises to install and/or work on the cabling up to the main distribution frame or first socket where no main distribution frame exists.)

** Please note an additional \$7 per fortnight will be incurred in fortnightly repayments if new line connection/s are required.*

RELOCATION CHARGES

There is a relocation cost if you move house within the 24 month contract term.

If it is within 12 months the cost charged to you will be \$150.

If it is after 12 months you will be charged \$100.

OTHER INFORMATION

CONNECTION TIMEFRAMES

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

If there has been a previous working home phone 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 two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

AVAILABILITY

Plans available in Zones 1, 2 & 3. To find out which zone you reside in call us on 1300723808. Availability in Zones 2 & 3 subject to availability in the local exchange

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All prices Inc GST

 **1300 723 808**

 **info@essential.net.au**

 **www.essential.net.au**

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APPLIANCE RENTALS

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BROADBAND SPEEDS

ADSL can provide download speeds up to a maximum of 20Mbps to eligible customers in selected areas with upgraded exchanges and up to 8Mbps in many other areas but average speeds will be lower.

Actual speeds you will receive will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic

Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by Ethernet cable.

WE'RE HERE TO HELP

If you have any questions, just call us on [1300 723 808](tel:1300723808) so we can serve you better. Or you can visit us at <http://www.essential.net.au> for additional information.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process by calling us on 1300 723 808. The head of our internal dispute process is Anne McKenzie.

If we are unable to resolve your concern or complaint then you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or online at www.tio.com.au

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