



CUSTOMER SERVICE: 1300 832 338
Anytime of the day or night dedicated Small Business support specialists.
Flexibility to downgrade/upgrade your plan at no extra cost.

Critical Information Summary

Axiomtel Bundle Unlimited ADSL Plan

1 March, 2013

Information about the service

This service is a fixed line telephone and broadband offer with a monthly access fee, available to both residential and business customers. It is only available as a product bundle, and you may supply your own modem or purchase from us at additional cost and you must supply your own handset/s.

Minimum term is 24 months.

The monthly access fee includes unlimited data on ADSL or ADSL 2+ where available.

Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination charge applies (except during any applicable cooling off period).
- Payment through Direct Debit Only.

Information about Pricing

The minimum monthly charge for ADSL is the monthly access fee of \$39.95 (when bundled with any of our Fixed Wire Plans).

The cost of modem (optional) is \$99.00.

The minimum total plan cost is \$958.80 over 24 months.

The early termination charge is \$15.00 per month for every month remaining in the term. The maximum early termination fee is \$360.00.

Other Information

Your usage information is available by calling 1300 832 338 and asking our trained consultants.

Axiomtel Customer Care contact details:

Phone: 1300 832 338 **Email:** custcare@axiomtel.com.au **Fax:** 1300 368 880

Online: www.axiomtel.com.au **Postal:** PO BOX 7738, St Kilda Road, Vic, 8004

Contact Hours: 8am to 8pm (AEST) Monday to Friday 9am to 5pm (AEST) Weekends and Public Holidays

Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.axiomtel.com.au/axiomtel-plan-complaints.html>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058 **Email:** tio@tio.com.au **Fax:** 1800 630 614

Online: www.tio.com.au **Postal:** PO Box 267, Collins Street West, Vic, 8007.

Contact Hours: 9am to 5:30pm (AEST) Monday to Friday