

Critical information summary

Eftel Dial Up Premium service Plan

INFORMATION ABOUT THE SERVICE

Your plan is a Dial Up service. This service gives you internet access with unlimited hours & data.

Minimum Term

1 Month

What's Included

Your **Premium plan** includes an dial-up service with unlimited hours & data.

Also included in your service is 10 email addresses, 40MB of web space and unlimited data.

What's Not Included

Eftel dial up plans are service only plans – you must bring your own compatible 56kbps modem to use this plan.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$27.95

Your Minimum Total Charge

First Month – \$36.95

Your monthly charges are billed according to your billing cycle.

New Connection Fee

A new connection fee of \$9 applies to all Eftel Dial-up plans.

OTHER INFORMATION

Bundle Discounts

You may choose to bundle your dial-up connection with one of our speak home phone line rental plans in order to receive a discount. More information and rates can be found [here](#).

Billing

For your convenience Eftel have a number of direct debit payment options. These are:

- Direct debit via a nominated bank account
- Direct debit via all major credit cards, these include Visa, MasterCard, Bankcard, American Express & Diners Club International.

CUSTOMER SERVICE:

If you have any questions regarding your plan, technical support or service please call us on 1300 550 550.

Complaints or Disputes Process

If you have a problem or complaint about your service please contact us on 1300 550 550 or visit <http://www.eftelretail.com/data/367/Eftel-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au.

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