

## Critical information summary

### Eftel Metro Unlimited Bundle Plan

#### INFORMATION ABOUT THE SERVICE

Your plan is an Unlimited ADSL2+ service and home telephone service with line rental. These services gives you network access and allow you to make and receive voice calls, and access the internet with no data limitations.

#### Minimum Term

12 Months or 24 Months

#### What's Included

Your service includes an ADSL2+ connection with unlimited data as well as a home phone number and line rental.

#### What's Not Included

You will be charged each month for all home phone usage – these charges are outlined below in the standard call charges section of this document. Hardware - Eftel unlimited bundle plans are service only plans – you must bring your own compatible modem/router & home phone or you can purchase one through Eftel found [here](#).

#### INFORMATION ABOUT PRICING

**Your Minimum Monthly Charge - \$69.95** Your monthly charges are billed according to your billing cycle.

#### Your Minimum Total Charge

**12 Months – \$908.40**

**24 Months - \$1678.80**

#### Setup/Transfer Fee

Customers on the 12 Month Metro Unlimited plan are required to pay a \$69 setup fee when first signing up. There is a \$69 service transfer fee. Customers on the 24 Month Metro Unlimited plan are not required to pay setup or transfer fees.

#### Early Termination Charges

An early termination fee applies on all Metro Unlimited plans which is calculated by the monthly fee x the number of months remaining. The early termination fee is capped a \$350.

## **Plan Change Fees**

A \$39 plan change fee applies to change your Eftel service to another plan with the same speed. A \$66 fee applies if you wish to change the speed of your current Eftel service.

## **Standard Charges**

**Cost of Making a 2 minute call to Australian mobiles** - \$1.18 (including flagfall).

**Metro Calls** – 19.7c per call.

**National Calls** – 19.7c per min.

**Mobile Calls** – 39.4c per min.

**13/300 Calls** – 35c per call.

## **Other charges & International Numbers**

You will be charged if you make calls to international numbers:

\* International Calls – To view International rates to overseas destinations [Click Here](#)

International Call Connection Fee – \$0.39 per call.

## **OTHER INFORMATION**

### **Call and Data Usage Information**

Eftel have a number of spend management tools to assist you in managing your Mobile spend. You will receive EMAIL alerts when you have used 50%, 85% and 100% of your monthly allowances. You can also check your monthly usage in MyAccount at <http://www.eftelretail.com/>.

### **Billing**

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period. The prices above are only available to customers who pay via [Eftel's Auto-pay](#).

### **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](http://tio.com.au).

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