

Critical information summary

Eftel Metro Unlimited Plan

INFORMATION ABOUT THE SERVICE

Your plan is an ADSL2+ Broadband service. This service gives you internet access with unlimited data i.e. no restricting your service as you have no data allowances to worry about.

Minimum Term

12 Months or 24 Months

What's Included

Unlimited Data - Your **Metro Unlimited plan** includes an ADSL2+ service with unlimited data.

Also included in your service is 20 free e-mail accounts, 50MB web space, access to our easy-to-use MyAccount toolbox and a dynamic IP address.

What's Not Included

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 - \$50

Your Minimum Total Charge

12 Months – \$669

24 Months - \$1200

Your monthly charges are billed according to your billing cycle.

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.

OTHER INFORMATION

Other conditions

The actual speed you experience depends on a number of factors, including your equipment, the quality and location of your line, how far your connection is from the metro telephone exchange, the applications you are using, the capacity and speed of our systems, the systems of our suppliers and the Internet generally. For these reasons, you should not expect your actual speed to be at or near the theoretical maximum. All plans are subject to our [Acceptable Use Policy](#).

View the [complete list of factors affecting the actual speed](#).

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.

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