



Customer Service: 1300 136 954

XOOM DYNAMIC

Critical Information Summary

ADSL 2+

Information about the service

This service is broadband 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.

Other important conditions:

- Offer available to approved customers only.
- Services are provided under our Standard Form of Agreement — see our website
- Payment through Direct Debit Only.

Information about Pricing

The cost of modem (optional) is \$89.95 (Postage and Handling charges including).

The minimum monthly charge is the monthly access fee of \$ 79.95 (Zone-1) / \$89.95 (Zone - 2)

Local calls are charged at 16.5c per call. Calls to mobiles in Australia are charged at 16.5 c p/minute
National Calls are charged at 9c p/ minute. Calls to 13/1300 numbers are charged at 0.33 c per call untimed.
Flagfall are charged at 0.33c on timed calls. Charges for international calls vary by location — check our website for current details. 1900 and other premium service calls are subject to varying charges — check before dialing.

The minimum total plan cost is 1918.80 for 24 months (zone -1) / 2158.80 for 24 months (zone - 2)

Early termination charge of \$475.00 applies (except during any applicable cooling off period)

Other types of calls to 1300/1800 numbers are charged in addition to the monthly access fees.

Your usage information is available by calling 1300 136 954 and asking our friendly customer service.

XOOM Telecom Customer Care

Phone: 1300 136 954

Email: info@xoomtelecom.com.au

Fax: 08 8219 9916

Postal: PO Box 18117 Melbourne Vic 3001

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

Internal Disputes:

You can access our internal dispute process through any of the Customer Care contact points above and the summary of our complaints handling process is available at

<http://xoomtelecom.com.au/complaint-policy.html>

If in any case customer is not satisfied with the resolution provided by XOOM Telecom and feel that the internal dispute resolution process has not resolved the issue, customer can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. Hours of operation are 9am-5pm AEST Monday-Friday. Online complaint can also be lodged on TIO website: www.tio.com.au