

## Critical Information Summary

The \$99.95 Plan is a NBN Internet Data connection service for Domestic and Medium Scale Enterprise consumers, offering Unlimited Data as per the terms of business, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router.

VOIP calling options are entirely disabled for this plan.

Category	Description
<b>Contract Term</b>	Offered services are contracted for a minimum of 24 months -(2 Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
<b>Hardware:</b>	NBN compatible modem/router.
<b>Data Limit:</b>	Unlimited.
<b>Inclusions:</b>	All the pricing related information includes GST.
<b>Exclusions:</b>	There is no voice/calling component.

### Information About Pricing:

<b>Monthly Access Fee</b>	\$99.95
<b>Total Minimum Cost over 24 Months</b>	\$2398.80
<b>Pro Rata Charges</b>	Apply - for contracted plans
<b>Data Included</b>	Unlimited
<b>Cancellation/Termination Fee</b>	\$199.00 including GST-per service

### Speed:

The NBN Broadband Service provides up to 12 Mbps download and up to 1 Mbps upload speeds. However, actual speeds may vary due to a number of factors including network configuration, line quality and length, exchange area, geographical location, broadband traffic density, hardware and software used.

### Other Information:

- Offer available to approved customers only.
  - Services are provided under our Terms of Business – see our website
  - The One time Set-up fee of \$149 is added on your first months invoice
  - Pro Rata charges are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance
  - Early termination fees apply; except during any applicable cooling off period.
- Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – "ETF" of \$199 applies – per service.
- A monthly charge of \$2.95 Inc. GST applies for Paper Bills.
  - A monthly charge of \$5 Inc. GST applies for non direct debit payment.
  - To qualify for this plan you must be the legal lessee of the telephone line.

#### Assistance:

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical Support, pre or post sales enquires please visit <http://xoomtelecom.com.au> or call us/request a call back on 1300 347 972

Contact hours: **Monday to Friday: 11AM-8PM (AEST)**

#### Xoom Customer Care Contact Details:

Phone: 1300 347 972

Email: [info@xoomtelecom.com.au](mailto:info@xoomtelecom.com.au)

Fax: 6188 2199 916

Online: [www.xoomtelecom.com.au](http://www.xoomtelecom.com.au)

Postal: P.O. Box 91, Fulham Gardens Sa 5024

Contact Hours: 11AM-8PM (AEST) Monday to Friday

#### 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://xoomtelecom.com.au>

#### Telecommunications Industry Ombudsman (TIO) Contact details:

Phone: 1800062058

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800630614

Online: [www.tio.com.au](http://www.tio.com.au)

Postal: POBox267,CollinsStreetWest,VIC8007

ContactHours 9am to5:30pm (AEST)MondaytoFriday