
Critical information summary for ADSL2+ (XL) Bundle

Description of the Service

This service is an ADSL2+ bundle that includes ADSL2+ internet service and landline rental and some calls. When ADSL2+ is not available at your local telephone exchange or there are no available ADSL2+ ports we will connect you to an ADSL1 port.

Minimum Term

This plan has a 24 month minimum term.

What's Included and Excluded?

500GB of business grade ADSL2+ is included with this plan. An optional ADSL2+ modem is included with this plan if required.

- Local calls, national calls, calls to mobiles in Australia and calls to 13/1300 numbers are included in this plan at no additional cost.

Information about Pricing

Charges

Your minimum monthly charge for line rental is \$139.90.

The minimum amount you'll pay over the 24 month term for line rental is \$3,372.55 + \$14.95 delivery charge if a modem is required.

Early Termination

If you cancel a service or transfer a service away prior to the end of your contract term you will incur an early termination charge of \$220 per service.

Calls to International Numbers

Calls to More Telecom's top 10 international destinations are charged at 10c per 30 seconds with a first minute minimum charge of 20c.

Different rates apply to call other international numbers. All international calls are charged in 30 second increments. For all international call rates, see <http://www.moretelecom.com.au/help-and-faqs/international-call-rates>

Connection Charges

A connection fee may apply where there is no active line present:

- Without a technician visit \$72.57
- With a technician visit \$153.75
- New telephone line installation \$367.77 with a technician visit and cabling work done up to the MDF.

Other information

Usage Information

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/moretelecom/>

Connection Timeframes

Once we've accepted your application, we'll try to connect your phone service on the date you ask for, but this might not always be possible.

If there has been a previous working phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Service Details

More Telecom fixed wire services use the Telstra network. More Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

For further information on the Telstra network please visit <http://www.telstra.com.au>

Internet Speed

We will connect you to the fastest possible ADSL port available at your local telephone exchange. If ADSL2+ is not available or there are no ADSL2+ ports available we will connect you to an ADSL1 port. If this happens, we can from time to time check if an ADSL2+ port becomes available and upgrade you when possible. There are a number of factors that can affect your ADSL speed. This includes but is not limited to: the distance of your property from the telephone exchange, quality of copper cabling in your area, your modem, Wifi signals and the devices that you connect to your network. There are no speed guarantees with this service.

We're here to Help

If you have any questions, just call us on 1800 733 368 so we can serve you better. Or you can visit us at www.moretelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.moretelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>