

Family BUNDLE PLAN

CRITICAL INFORMATION SUMMARY

Information about the service

Here's a quick summary of all the important bits about your **Family Bundle Plan**.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Internet and Phone line service. It gives you access to our landline and Internet networks, a phone number, and lets you make and receive phone calls. The Internet access allows you to upload and download data.

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service phone service.

MINIMUM TERM

This plan is a **twenty-four (24) month** minimum term.

What's Included and Excluded?

The following calls and features are included in your monthly plan, at no additional charge:

- Home Line rental
- Calls to Local and National numbers
- Calls to Australian Mobile numbers
- ADSL Broadband Internet Services

Additional charges apply to all other call types.

BROADBAND USAGE ALLOWANCE

500GB monthly usage allowance

If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

Usage means monthly download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is not counted towards your usage allowance.

Information about pricing

Your minimum monthly charge is **\$99.95 (Zone 1 only)** for home phone access and Broadband services, including an activation fee of **\$80.00**

A self-install Netcomm modem NB604 valued for the amount of \$99.00 is included.

The minimum amount you'll pay over the 24-month period of your plan is **\$2,478.80 (Zone 1 only)**.

The following charges apply for your calls:

- Calls 13/1300 numbers: **41¢ per call**

Calls are charged in per second increments.

NB: Zone 2 & 3 will incur an additional \$10.00 per month.

All prices inc GST

EXCESS DATA CHARGES

If you have chosen an unshaped plan, excess data usage will be charged at \$5.50 per GB in 1 Megabyte Increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. **For all international call rates, see www.skysmart.com.au**

CONNECTION CHARGES

A connection fee may apply to connect your home phone service if the Service:

- Existing telephone line without a technician visit **\$72.57**
- Existing telephone line with a technician visit **\$153.75**
- New telephone line connection **\$367.77 with a Technician visit and cabling work**

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44.00. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

EARLY TERMINATION FEE

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract.

Both components of the Bundle need to be active in order to receive the Bundle plan pricing.

Other Information

CONNECTION TIMEFRAMES

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

If there has been a previous working home 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 Zone.



1300 565 623



customerservice@skysmart.com.au



www.skysmart.com.au



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Other Information

BROADBAND SPEEDS & SERVICE AVAILABILITY

ADSL can provide download speeds up to a maximum of 20Mbps to eligible customers in selected areas with upgraded exchanges and up to 8Mbps in many other areas but average speeds will be lower.

Actual speeds you will receive will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and Internet traffic.

Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by Ethernet cable.

Service availability is dependent on geographical location. Services will be connected to Zone 1. Zone 2 & Zone 3 will incur an additional charge of \$10.00 extra per month of the monthly bill. Broadband zones are based on the Telecommunications current zoning of Telephone and Broadband exchanges. To confirm which zone applies to your broadband service, please speak to your Customer Service Representative.

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.

This plan requires paperless billing (Email) and electronic payment (Direct Debit or EFT). A charge of \$2.20 will be applied a month in arrears if you receive a paper bill and \$1.00 will be applied in arrears if you make a bill payment in person or via mail.

To set up Direct Debit visit www.skysmart.com.au/my-account

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 565 623** so we can serve you better. Or you can visit us as www.skysmart.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 deals on our website at www.skysmart.com.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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