

Critical Information Summary

Alliance Telecom Bundled \$109.90 Off-net Unlimited ADSL2+ Plan

Information About The Service

The service:

Alliance Telecom Bundled Off-net Unlimited ADSL2+ plan offers a bundled line rental and broadband service offering fast speed internet access with a monthly unlimited data allowance. All call costs are extra. This service is provided using the AAPT network.

Bundling:

You must have a dedicated phone line with Alliance Telecom for this service to work. This service is conditional on you having a phone line with us and equally the phone line rental is included in the service price.

Mandatory components:

You will require a modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one at your own cost. Please contact us for further information on 1300 112 223.

Minimum term:

The service is available with a minimum term of 0 months, 12 months or 24 months.

Important conditions:

This service may not be available at your location. Please call us on 1300 112 223 to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Minimum monthly charge:

| Monthly included allowance | Bundled Unlimited Data (Off-Net) |
|---|-----------------------------------|
| Minimum monthly charge 12 month contract | \$109.90 |
| Minimum charge for entire term | \$1318.80 |
| Minimum monthly charge 24 month contract | \$109.90 |
| Minimum charge for entire term | \$2637.60 |

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|--|--|
| Minimum Monthly Charge | \$109.90 per month |
| Local Calls | \$0.20 cents untimed |
| National Calls | \$0.15 cents per minute* |
| Calls to Mobiles (within Australia) | \$0.275 cents per minute* |
| Flag fall *(call connection charge) | \$0.35cents |
| Cost of calling national 13/1300 numbers | \$0.35 cents |
| Cost of calling national 1800 numbers | Free |
| Calls to international numbers | Call us on 1300 112 223 or visit http://www.alliancetelecom.com.au/International-Rates.pdf |

You will be billed in 30 second increments.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via any calls made on the bundled plans.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are as follows.

| Plan Type | Early Termination Fee |
|-------------------|-----------------------|
| No contract | \$0 |
| 12 month contract | \$199 |
| 24 month contract | \$299 |

Other Information

Usage information:

You can monitor your usage us on 1300 112 223.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 112223 or by sending an email to operations@alliancetelecom.com.au if you have any questions, would like to give feedback or complain.



Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary is valid as of June 2013.