

Critical Information Summary

iPrimus Unlimited Bundle (Zone I)

Information about the service

SERVICE DESCRIPTION

This is an internet service which is delivered using broadband technology over your standard copper telephone line. When the NBN™ network is available in your area, you agree iPrimus will transition your service/s to the NBN™ network as soon as we are reasonably able to do so.

Before we change your access type, we may contact you to let you know and then either confirm any further details we require for the transition or transition you automatically.

You must reasonably cooperate with us to transition your services to the NBN™. If you do not provide information, or reasonable assistance to us, we may not be able to provide you your service. Once upgraded, you will not be able to return to your previous service. Where additional work is required to transition your services (such as non-standard installation) to the NBN™ you may be charged an additional fee, however only where we have agreed this with you beforehand.

MINIMUM CONTRACT TERM 1, 12 and 24 Months

KEY DETAILS

This is a superfast broadband consumer-grade residential internet service. Wherever possible, we will attempt to provision the service on the highest possible speed. Actual speeds vary and may be affected by your location and equipment, the quality of your line, the source of your download and the level of internet traffic. Not available in all areas nor to all customers. Available to new iPrimus customers only.

EQUIPMENT REQUIRED

For your internet service you need a compatible modem and telephone handset. You may buy a modem outright from iPrimus or opt for an iPrimus supplied modem at \$0/month. Supplied modem must be returned if your service is cancelled. A non-return fee (\$129) applies 30 days after cancellation if not returned. See website for current charges. \$14.95 Postage & Handling fees apply

BUNDLING REQUIREMENTS

This is a bundled plan. If you cancel or transfer either service in the bundle, iPrimus may suspend or terminate both services and you may be liable for early termination fees and/or need to re-contract for a standalone service at a higher monthly charge.

PLAN INCLUSIONS

The iPrimus Bundle Special plan includes Unlimited broadband Internet data available anytime and telephone line rental including unlimited Australian standard local and national calls. Data allowance includes uploads and downloads.

Excludes calls to mobiles, international calling destinations, 13/1300 numbers, premium numbers and other special services which are charged at the applicable rates.

Information about the pricing

Contract Term	Min Monthly Charge	Excess Data Charges	Set-up Fee (new)	Total Min Cost (new)	Cost of 1MB of data	Early Termination Fee
1 month	\$79.90	N/A	\$129	\$337.90	N/A	N/A
12 months	\$79.90	N/A	\$99	\$1117.80	N/A	\$300.00 pro rated over the remaining months of your contract
24 months	\$79.90	N/A	\$0	\$1917.60	N/A	

(Effective date 17 October 2016)

Thank you for choosing iPrimus for your telecommunication needs

Call charges

Local Call	Unlimited calls Included	13/1300 Call	44c per call
National Call	Unlimited calls Included	International Call	Full details of international call rates are available on iprimus.com.au
Call to Australian mobile	36c per minute		
Cost of 2 min call to AU Mobile (inc flagfall)	\$1.17	Flagfall for timed calls	45c

Other Information

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit iprimus.com.au for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products & services to you.

USAGE INFORMATION

For information about your current usage levels please use the iPrimus account toolbox, available at toolbox.iprimus.com.au or contact Customer Service by calling 1300 85 85 85.

DIRECT DEBIT

Accounts must be paid by Direct Debit. If iPrimus allows you to pay by another method, a \$2.95 fee applies per bill. Internet customers paying by direct debit will receive bills online through their iPrimus Account Toolbox.

EMAIL BILLING

You can save & support the environment by opting for

email billing. To switch to email billing, go to iprimus.com.au/emailmybill & complete the request, otherwise a \$2.50 fee applies per paper bill.

CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 1300 85 85 85 9am - 6pm AEST, Monday to Friday. If we are unable to resolve your issue to your satisfaction, please visit iprimus.com.au/resolve to see our complaint handling policy.

If you are still not satisfied with the steps taken by iPrimus to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with iPrimus & is an option of last resort.

You can contact the TIO by visiting tio.com.au or by calling 1800 062 058.

iPRIMUS®

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