

## CRITICAL INFORMATION SUMMARY

### Villawood Professional

#### Information about the service

#### SERVICE DESCRIPTION

The iPrimus "VillaWood Professional" is a Fibre and home phone bundle, delivering internet via Fibre technology, providing high-speed Internet access, as well as home phone line rental and included call value.

MINIMUM CONTRACT TERM 12/ 24 months

#### 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 (on 12 or 24 month plans only). Supplied modem must be returned if your service is cancelled unless purchased outright. A non-return fee (\$129) applies 30 days after cancellation if not returned. See website for current charges. \$14.95 Postage & Handling fees apply

#### KEY DETAILS

The iPrimus "VillaWood Professional" is a Broadband consumer-grade residential internet service. Actual speeds vary and may be affected by your location and equipment, the source of

your download and the level of internet traffic. We will provide the service at the address which you nominate. If you relocate, iPrimus may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

**EARLY TERMINATION FEE** Where you cancel before the end of the minimum term, an early termination fee (ETF) of \$300 pro-rated over the remaining months applies.

#### PLAN INCLUSIONS

The Villawood Professional bundle includes Unlimited standard calls to local, national, & AU mobile numbers and 1000GB (500GB Peak + 500GB Offpeak) broadband data (line speed: Ultimate). You pay an additional amount for calls outside or in excess of your included value. Unused included values expire monthly.

Calls to 13/1300 numbers: 0.44c

Calls to premium numbers, directory assistance & other call types not listed in Included Value usage types are charged in addition to the Monthly Access Fee.

Villawood Professional		
Key Plan Costs	Minimum Term	12/ 24 Months
	Included Standard Calls	Unlimited Standard local, National and calls to AU mobiles
	Monthly Access Fee	\$99.95
	Hardware Cost	\$0.00 iPrimus supplied modem. \$129 Non Return fee applies
	Installation / Set up	\$0.00
	Total Minimum Cost	\$1413.35 (12Months) / \$2502.75 (including P&H)
	Early Termination Fee	\$300 pro-rated over the remaining months applies.
Data Details	Included Data	1000 GB (500GB on peak & 500GB off peak)
	Line Interface Speed	Ultimate
	Cost per MB	\$0.0001
	Excess Data charge	No excess data charge - if included data exceeded, speed slowed to 256/256kbps for the remaining billing cycle
	Peak/ Off Peak	Peak period is 10am-2am

## Other information

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### 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](http://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.

### CONTACT DETAILS

T: 1300 85 44 85 F: 1300 85 58 58

E: [customerservice@iprimus.com.au](mailto:customerservice@iprimus.com.au)

### COMPLAINTS & DISPUTES

If you have a complaint or a dispute please contact us on the below details

T: 1300 85 88 44 F: 1300 85 20 04

E: [cco@iprimustel.com.au](mailto:cco@iprimustel.com.au)

### Telecommunications industry Ombudsman (TIO)

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 on the below details

T: 1800 062 058

W: <http://www.tio.com.au/about-us/contact-us>

### USAGE INFORMATION

For information about your current usage levels please use the iPrimus account toolbox, available at [toolbox.iprimus.com.au](http://toolbox.iprimus.com.au) or contact Customer Service

### PAYMENT OPTIONS

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

### RECEIVING STATEMENTS

You can save & support the environment by opting for email billing. To switch to email billing, go to [iprimus.com.au/emailmybill](http://iprimus.com.au/emailmybill) & complete the request, otherwise a \$2.50 fee applies per paper bill