

## Critical information summary

### Eftel Prepaid Broadband Plan

#### INFORMATION ABOUT THE SERVICE

Your plan is a prepaid ADSL2+ Broadband service. This service gives you internet access with 40GB of data.

#### Minimum Term

1 Month

#### What's Included

Your **prepaid Broadband plan** includes an ADSL2+ service with 10Gb of data.

#### What's Not Included

Hardware - Eftel prepaid broadband plans are service only plans – you must bring your own compatible modem/router & home phone or you can purchase one through Eftel found [here](#).

#### INFORMATION ABOUT PRICING

**Your Minimum Monthly Charge - \$30** Your monthly charges are billed according to your billing cycle.

**Month to Month first charge – \$59**

#### New Member fee

The initial membership fee is \$29

**Your Monthly Data Allowance** is charged at \$0.30/MB

#### Recharge

You may recharge at any time by adding more data to your service. Data is charged at \$30 per 10GB and has a 90day expiry.

#### Plan Change Fees

A \$39 plan change fee applies to change your Eftel service to another plan with the same speed. A \$66 fee applies if you wish to change the speed of your current Eftel service.

#### OTHER INFORMATION

##### Other conditions

The actual speed you experience depends on a number of factors, including your equipment, the quality and location of your line, how far your connection is from the local telephone exchange, the

applications you are using, the capacity and speed of our systems, the systems of our suppliers and the Internet generally. For these reasons, you should not expect your actual speed to be at or near the theoretical maximum. All plans are subject to our [Acceptable Use Policy](#).

View the [complete list of factors affecting the actual speed](#).

### **Billing**

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

The prices above are only available to customers who pay via [Eftel's Auto-pay](#).

### **CUSTOMER SERVICE:**

If you have any questions regarding your plan, technical support or service please call us on 1300 550 550.

### **Complaints or Disputes Process**

If you have a problem or complaint about your service please contact us on 1300 550 550 or visit <http://www.eftelretail.com/data/367/Eftel-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

### **Further Assistance**

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au).

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