



Critical Information Summary

ADSL2+ Unlimited Bundle

This is a summary only. See full product details at www.meshtelco.com.au

Information About This Service

Mesh ADSL is an ADSL2+ broadband service offering fast speed internet access with a monthly included data allowance.

Bundling

You must have a dedicated phone line with for this service to work. This service is not conditional on you having a phone line with us and equally the phone line rental is not included in the service. Please contact us if you wish to have a service that also includes a phone line with us.

Mandatory components

You will require a modem/router for this service. This plan includes a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

Minimum Term

ADSL2+ Unlimited Bundle broadband is available as:

- 24 months contract

Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to include either of the bundled VoIP packages as well.

What's Included

- Customer portal to be able to view your bills

What's Not

- You are responsible for providing a connected landline service (from Mesh or other carrier),
- Any cabling required at your premises beyond the network boundary is your cost and responsibility.
- A relocation charge applies if you transfer to a new location while on contract. This is treated as a new 12-month or 24-month contract.
- Dishonour and Overdue Account charges may

Information About Pricing

All prices include GST.

Data usage is counted in Kb. For billing purposes 1Mb = 1000Kb and 1Gb = 1000Mb.

Total Minimum Cost

Mesh ADSL2+			
Unlimited			
	Data	Plus Local & National (VoIP)	Plus Mobile (VoIP)
Minimum monthly charge 24 months	\$79.00	+ \$10	+\$10
Min charge for entire term incl set up cost	\$1896	\$2136	\$2376

Annex M

Annex M is an option when available from your exchange for \$10 more on the unlimited plan

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Data Usage

The data usage is based on the contract you sign up to.

Cancellation

We require one calendar month's written notice to cancel your service or change provider. Charges apply if you cancel during your contract term:



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- apply if bills are not paid on time.
- Incorrect Call Out charges may apply if a Telstra technician attends your premises and the fault is with your equipment or cabling and no fault found(not with the Telstra network).

Important conditions

This service may not be available at your location. Please call us 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.

Excess Usage

There are no excess usage charges.

ADSL Network Partners

Mesh provides ADSL broadband through our wholesale partners:

- AAPT
- iBOSS

You will be provided with the best (fastest) service available from your local exchange. You cannot select your network.

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information via email but you can request a paper bill at a cost of \$3.00. Direct Debits are typically processed on the 15th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

Other Information

Keeping an Eye on Usage

You can monitor your usage by calling us on 1300 080 820. We will also send email/SMS notifications when you reach ~50%, ~85% and ~100% of your monthly quota.

Telecommunications Industry Ombudsman (TIO)

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.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

TTY: 1800 675 692

National Relay Service Call on 1800 555 677 then ask for 1800 062 058

www.tio.com.au/making-a-complaint

PO Box 276, Collins Street West, VIC 8007

Contact Details

Phone: 1300 080 820

Fax: 1300 031 288

Email: customersuccess@meshtelco.com.au

Website: www.meshtelco.com.au

Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 1300 080 820 or by sending an email to customersuccess@meshtelco.com.au if you have any questions, would like to give feedback or complain.