

CRITICAL INFORMATION SUMMARY

ENDLESS 49 ADSL2 ONLY

DESCRIPTION ABOUT THE SERVICE

The AXE 49.95 ADSL2 plan is a service for consumers & small to medium business offering unlimited ADSL2+ Internet. Axecom will provide the 4 port Modem for all ADSL clients & NBN ready.

BUNDLING ARRANGEMENTS

As part of the service a once of set up fee of \$99.95 applies.

The base plan cost applies to all on-net services. All off-net services or non metro zones can incur an additional charge of \$15.95/month

MINIMUM CONTRACT TERM

The service is available with a minimum term of 24 months.

KEY DETAILS

- Direct Debit is compulsory for all Axecom products.
- All timed calls are billed in 30 second increments
- Each plan is available to consumers & business clients.
- This plan is not available on ISDN or digital data services and cannot be used outside the normal scope of business activity.
- To qualify for this plan you must hold an Australian Citizenship and be the legal leasee of the telephone line.

INFORMATION ABOUT PRICING

MONTHLY ACCESS FEE

\$49.95

Pro rata charges (if applicable) will also be added to your first bill worked out as a fraction based on how many days in the month are left from the time you joined us plus one months bill in advance.

TOTAL MINIMUM COST

\$1298.75, which includes the once off, set up fee cost of \$99.95

EARLY TERMINATION FEES

Should you choose to cancel your service within the contract term and out of the 10-business day cooling off period and early termination fee (ETF) of \$280 applies. No EFT for the TAG ON product.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

This information is a summary only. Please visit www.axecom.com/standardformofagreement for our Standard Form of Agreement, Fair Use and Acceptable Use Policy, which set out terms and conditions on which we provide our products and services.



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TRANSFERRING TO THE NATIONAL BROADBAND NETWORK (NBN)

Your Plan term could overlap with the rollout of the NBN. Upon completion of the NBN in your local area, Axecom will endeavour to ensure you move to the NBN successfully. Please contact us on 1300 81 67 67 to talk to our sales representative to find an NBN plan that suits you.

OTHER INFORMATION

- Customers on the AXECOM plan can access call and data usage information on the Axecom website- www.axecom.com.au by proceeding to the Pay Tab and logging on with client log on details. These details can be obtained by calling Axecom Customer care on the below number
- Axecom Customer Service Department can be contacted by any one of the means below:
- **Phone Contact: 1300 81 67 67 8am-6pm AEST Monday-Friday**
- **Email: customercare@axecom.com.au**
- In order to access Axecom's internal dispute resolution process please contact one of our friendly customer care staff by means of either phone or email, details of which are stated above
- If in any case customers are not satisfied with Axecom Conduct and feel that the internal dispute resolution process has not resolved the issue, consumers can contact the Telecommunications Industry Ombudsman (TIO) on the below details
- Hotline for Complaints and Enquires: 1800 062 058 hours of operation are 9am-5pm AEST Monday- Friday.

Online complaint form can be lodged on the TIO website: www.tio.com.au under the About Us Page.

NON- DIRECT DEBIT FEE

A \$4.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on 1300 81 67 67

PAPER INVOICE FEE

A \$4.95 paper invoice fee will be charged monthly if you choose to receive a paper bill

LATE PAYMENT FEE

A \$19.95 fee will be charged in the event the account is not paid by the due date.

PAYMENT METHOD

Direct Debit is compulsory. All merchant fees are passed through to the end user. See the Axecom Terms for merchant fees. For details see our website <http://axecom.com.au/payment-method> or contact Customer Service.

CONTACT US

At Axecom we are committed to a highest standard of customer care. If you have any queries or problems please contact us by way of the one of the options below:

Phone: 1300 81 67 67

Email: customerservice@axecom.com.au

Online: www.axecom.com.au

PO Box 1326 St.Kilda VIC 3182

Contact Hours: Monday- Friday 9am-6pm AEST

AXECOM- EMBRACING THE FUTURE NOW!

