



## Critical Information Summary:

### Unlimited Data Bundle

#### Information about the service

DiffTel Unlimited Data Bundle is a traditional landline telephone service bundled with an unlimited data broadband plan. It's a simple, hassle free home phone and internet bundle that comes with competitive call rates and other great benefits for use within Australia.

#### Included features

Along with bundling benefits when you combine your home phone and internet services, the DiffTel Unlimited Data Bundle includes a range of great features. Additional features are available at an additional cost, with more detail at [difftel.com.au/#residential](http://difftel.com.au/#residential)



**Unlimited data  
anytime quota\***

*\*subject to DiffTel's Acceptable Use Policy*



**Free Wi-Fi modem  
(if you need one)**



**Home phone  
line rental**

#### Requirements and availability

- DiffTel Unlimited Data Bundle is available to PSTN fixed wire landline telephone services only.
- A Wi-Fi modem is required to connect your broadband service. If you don't already have one, we will provide a modem to you at no cost.
- DiffTel Unlimited Data Bundle is available at the advertised price to customers located in the Telstra Zone 1 area only. Customers located in Telstra Zone 2 or Zone 3 will incur an additional monthly home phone rental charge.

#### Minimum term

- DiffTel Unlimited Data Bundle is available at the special monthly rental fee of \$89.95 to customers who sign up for a minimum 18 month term and pay their monthly invoice via salary deduction or direct debit. The standard monthly rental fee of \$99.95 may apply to customers who choose to pay their bill via another method.



## Information about pricing

### Minimum monthly charge

The DiffTel Unlimited Data Bundle special monthly rental fee is \$89.95. Varied call rates and service charges apply, are additional to the special monthly rental fee and are detailed below.

- The minimum monthly charge is the DiffTel Unlimited Data Bundle special monthly rental fee of \$89.95 (Telstra Zone 1 customers only).
- Total minimum cost for the DiffTel Unlimited Data Bundle is \$1,698.10 over the 18 month term (includes set up fee of \$79), plus any calls made and any additional charged features added.

### Call rates and service charges\*

Rate/charge type	Amount	Included in special monthly fee?
Monthly data usage <sup>0</sup>	Unlimited <i>*Subject to DiffTel's Acceptable Use Policy</i>	Yes
Excess data charges	Excess charges do not apply to data used in Australia	
Standard local calls	20c untimed	No
Standard national calls <sup>1</sup>	20c/min + 45c flagfall	No
Calls to Australian mobile <sup>2</sup>	20c/min + 45c flagfall	No
Calls to 13 or 1300 number	45c untimed	No
International calls <sup>3</sup>	Varied rates apply	No
MessageBank	\$7.50/month	No
Silent number	\$3.95/month	No
Calling number display	\$7.50/month	No

*\*This list is not exhaustive. Charges apply for additional features/services. A full list of features and charges is available at [difftel.com.au](http://difftel.com.au)*

*<sup>0</sup>Data usage includes both uploads and downloads*

*<sup>1</sup>Standard National Calls are charges per 30 second block*

*<sup>2</sup>Calls to Australian Mobiles are charged per 30 second block*

*<sup>3</sup>International call rates vary by destination. Countries and call rates are listed at [difftel.com.au](http://difftel.com.au)*

### Upfront fees

- A \$79 set up fee applies to all new DiffTel Unlimited Data Bundle customers.
- No connection fee applies to transfer an existing, active telephone line to DiffTel, however to activate an inactive line or install a new line, a connection fee will apply, as detailed below.
- No connection fee applies to activate a new broadband connection, however to transfer a broadband service from another supplier, a connection fee will apply, as detailed below.

Connection type	Description	Charge
<b>Phone line transfer</b>	Churn an existing, active phone line to DiffTel	\$0
<b>Phone line activation</b>	Inactive phone line, but premises has a physical line with dial-tone	\$65*
<b>Phone line activation with technician visit</b>	As above, however a technician is required to reconnect existing cabling	\$135*
<b>New phone line installation</b>	For new homes and homes with no previous phone line connection	\$320*
<b>Broadband activation</b>	For a new connection	\$0
<b>Broadband transfer</b>	Service churn from another provider	\$42

*\*First service charge. Additional charges apply for additional services.*

### Early termination fee

A cancellation fee of \$150 applies if you terminate your service early. The maximum cost to terminate early is \$150 plus any outstanding fees and charges.

### Paper invoice fee

Your monthly invoice will automatically be sent via email unless you request otherwise. If, however, you choose to receive paper invoices an invoice fee will be charged each month.

## Other information

### DiffTel Internet Acceptable Use Policy

The DiffTel Internet Acceptable Use Policy sets out the rules and guidelines relating to your use of the internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other internet users. It also applies to “unreasonable” or “unacceptable” uses of this plan. For further details go to [difftel.com.au/files/Acceptable-Use-Policy.html](http://difftel.com.au/files/Acceptable-Use-Policy.html)

### Customer service contact details

You can contact DiffTel Customer Service for Support and Billing assistance by calling 1300 DIFFTEL (343 383) or emailing [support@difftel.com.au](mailto:support@difftel.com.au). For Sales assistance please call 1300 DIFFTEL (343 383) or email [info@difftel.com.au](mailto:info@difftel.com.au). Alternatively you may submit a customer service request via our contact form at [www.difftel.com.au/forms/contact.html](http://www.difftel.com.au/forms/contact.html)

### Complaints

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined at [difftel.com.au/files/Customer-Complaints-Policy.pdf](http://difftel.com.au/files/Customer-Complaints-Policy.pdf)

### Telecommunications Industry Ombudsman

If we can't resolve your complaint to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact information go online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only – the full terms and conditions for this Plan be found at [difftel.com.au/files/DiffTel-Bundle-T&Cs.pdf](http://difftel.com.au/files/DiffTel-Bundle-T&Cs.pdf)