



#### Things you should know:

1. All prices quoted are Incl. GST. 2 Total minimum commitment is \$2,435 on a 24 month contract 3. Offer only available to customers who take up full service fixed line (including long distance and calls to mobile services) and is not available to all customers in all areas. All Fixed wire services are covered by the Customer Service Guarantee Standard and Universal Service Obligation. Please refer to our Customer Service Guarantee Policy for details on the CSG Standard. 4. Plans are available to PSTN fixed wire services. Please refer to our Standard Form of Agreement for terms of use on fixed wire products. 5. Dishonoured direct debit payments may incur a charge. 6. Acceptable use policy applies to included call usage and data download. 7. Free install for new services that have never previously been active with another provider. 8. Fast churn fee of \$44 applies for services churned from any provider who participates in the DSL/SSS transfer scheme 9. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within your 24mth contract period you will be charged a \$350 early termination fee. 10. Fastest broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available 11. DSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 12. This bundle is only available in selected Telstra Zone 1, which are defined as ADSL2+ available. 13. This is a 'shaped plan' once you have reached your usage allowance, the speed of your service will slow to 256kbps. 14. Usage means monthly download data transfer, 1 Gigabyte = 1024 Megabytes. 15. A dynamic IP address will be provided with service. If a static IP address is required, customers will require a business plan and will therefore not be eligible for this offer 18. This is an employee benefit offer, it is offered to you on the basis that you are employed and the total amount of your plan will be credited to us directly from your salary, however should there be any excess charges, these will be debited from your nominated bank account or credit card on the 15th of each month. 19. A \$59 setup fee applies to all new bundle customers.

#### Information about the service

- The DiffTel Bundle is a fixed wire and ADSL 2+ bundled post-paid service.
- Your fixed wire service will have local and national, and mobiles calls on the Telstra Network included.
- Your ADSL 2+ service will be provided based on your location within the Telstra Zone 1 area.
- Internet speeds will be up to 20Mbps.

#### Information about pricing

- \$99 DiffTel Bundle
- Minimum monthly spend \$99\*
- Minimum term 24 months
- Maximum monthly charge equals minimum monthly spend plus calls and service charges where applicable
- A \$59 setup fee applies to all new bundle customers
- Connection fee \$0
- Maximum charge payable for early termination of service - \$350 plus any fees and charges outstanding
- Unlimited local and national calls to fixed lines within Australia
- Mobile Calls - Unlimited calls to Telstra mobiles within Australia. 30c/min to other mobile carriers (plus 45c flag fall and timed calls charged in 30sec blocks). The cost of a 2-minute mobile call to non-Telstra mobiles within Australia will be \$1.05
- 13/1300 calls are 35c/min
- Line rental is included in the minimum monthly spend
- This is an employee benefit offer, your plan fee will be credited to us from your salary, however any excess charges incurred will be debited from your nominated bank account or credit card on the 15th of each month.

#### Broadband Internet

- Monthly broadband data allowance and speed 250GB broadband data – speed is limited to 256kbps if the monthly data allowance is exceeded
- Data and internet equipment - Free wireless Netcomm modem
- Data and internet equipment delivery- Free

\* All prices and charges include GST.

#### 3 months free when you successfully recommend us to your employer

- A successful recommendation means that a minimum of ten services must be connected.
- Your free months are provided for last three months of your two year contract.