

Critical Information Summary

ADSL & Home Phone Line Bundle



Information about the Service

Activ8me ADSL and Home Phone Bundles come with monthly ADSL broadband data allowance plus home phone line rental. Phone Line is delivered using the Telstra copper network.

Availability

This bundle is available to customers in eligible service areas with infrastructure that Activ8me can connect to.

Bundling Arrangements

Price advertised is total bundle price. If you cancel one of the services within your bundle, the bundle discount will be removed and you will be charged the full individual retail price per month for the service.

Standalone ADSL:

100GB Data \$39.95 (Metro), 100GB \$79.95 (Regional).

250GB Data \$44.95 (Metro), \$84.95 (Regional).

Unlimited Data \$59.95 (Metro), \$99.95 (Regional)

Standalone Home Phone:

Basic Pack \$30, National Pack \$49.95, Mobile Pack \$69.95.

Minimum Term

The ADSL and Home Phone Bundle is offered on a 0, 12 or 24 month contract term.

Equipment Requirements

An ADSL2+ modem and a phone handset are required. You can BYO ADSL2+ modem or purchase one from Activ8me.

Inclusions and Exclusions

All plans include ADSL broadband data and home phone line rental. The data value of each plan and included calls can be found in the information about pricing section below.

Our International calls to the top 40 countries are charged at \$1.98 for the first 20 minutes of talk; per minute rates apply after the first 20 mins. A full list of international call rates can be found under the Phone Line section of our website.

Any additional services you have on your phone line with your current service provider will be automatically transferred to your Activ8me account. Prices for additional services are available on application. If you wish to remove any additional services that have been transferred over from your previous service provider, this can be organised once your service is active with us by calling Activ8me Support on 1300 76 02 19.

Activ8me Acceptable Use Policy

The acceptable use policy sets out the rules and guidelines relating to the use of your internet and telephone service. The Activ8me acceptable use policy is available on our website www.activ8me.net.au.

Information about Pricing

Connection Fees

0 Month Term	12 Month Term	24 Month Term
\$159	\$99	\$0

Internet Data Plan Pricing

	Phone and Internet Bundle (Basic Phone Pack)	Phone and Internet Bundle (National Phone Pack)	Phone and Internet Bundle (Mobile Phone Pack)
Price Per Month 100GB Data \$0.39 per GB (Metro) \$0.79 per GB (Regional)	\$59.95 (Metro) \$79.95 (Regional)	\$69.95 (Metro) \$89.95 (Regional)	\$79.95 (Metro) \$99.95 (Regional)
Price Per Month 250GB Data \$0.17 per GB (Metro) \$0.33 per GB (Regional)	\$69.95 (Metro) \$89.95 (Regional)	\$79.95 (Metro) \$99.95 (Regional)	\$89.95 (Metro) \$109.95 (Regional)
Price Per Month Unlimited Data	\$79.95 (Metro) \$99.95 (Regional)	\$89.95 (Metro) \$109.95 (Regional)	\$99.95 (Metro) \$119.95 (Regional)
Local Call Rate (per call)	20 cents	\$0	\$0
National Call Rate (per min)	17 cents	\$0	\$0
National Call Cap	\$1.25 first 30 mins		
National Call Connection Fee	38 cents	\$0	\$0
Mobile Call Rate (per min)	30 cents	30 cents	\$0
Mobile Call Cap	\$2.15 first 15 mins	\$2.15 first 15 mins	\$0
Mobile Call Connection Fee	38 cents	38 cents	\$0
Cost Standard 2 min National Mobile call	98 cents	98 cents	\$0
International Call	From 6 cents per min. See Activ8me website for full list of international call rates.		
13/1300 (per call)	38 cents	38 cents	38 cents

Other Information

Usage Information

A record of your data and call usage can be viewed by logging into the 'My Account' section of the Activ8me website at www.activ8me.net.au. Data and call usage can take up to 24 hours to update. Once your monthly internet data limit is reached, your ADSL speed will slow to 256kbps/256kbps for the remainder of your billing month.

Internet and telephone call usage must be for residential use only and may not be used for commercial purposes.

Internet and telephone call usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document.

Customer Service

Sales	Technical Support
13 22 88	1300 760 219
sales@activ8.net.au	support@activ8.net.au

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au.

A complaint can be lodged via **Phone: 1300 760 219, Email: complaints@activ8.net.au, Fax: 03 9456 9753** or **Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.**

Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only the full terms and conditions for this plan are available at www.activ8me.net.au.