



CRITICAL INFORMATION SUMMARY

Club 10 ADSL Broadband

Information about the Service

This is a high-speed internet service which is delivered using broadband technology over your standard telephone line. This service will either be ADSL2+ or ADSL1Max if ADSL2+ is not available at your premises.

Bundling Requirements

This service requires an active phone line which does not need to be provided by Club Telco. However, you may be entitled to additional discounts if you bundle with a Club Telco home phone service.

Equipment Required

You will need an ADSL-compatible modem for this service. You may purchase a modem from us at an additional cost.

Minimum Term

1 month

Included Data

Your plan includes the following data :

- Total Data Allowance: 10GB

If you exceed your monthly data allowance, your service will be slowed down (shaped) to 1Mbps / 384Kpbs until your next billing cycle begins.

Service Availability

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the number of end-users using the service, and the applications that you are using.

Annual Membership

Club Telco customers are required to pay an annual membership fee of \$80. This fee entitles you to membership benefits including our Best Plan Guarantee. This membership fee is included in your minimum monthly charge for your First month's service. The annual membership fee is only payable once per customer per year, regardless of the number of services the customer has with Club Telco.

Information about Pricing

Plan Information

Zone	Min Monthly Charge	Max Monthly Charge	Excess Charges	Total Min Cost (in the first month)	Cost of 1MB of data	Early Termination Fee
Metro	\$30.00	\$30.00	N/A	\$110.00	\$0.003	N/A
Regional	\$40.00	\$40.00	N/A	\$120.00	\$0.004	N/A

Initial monthly charge includes the Club Telco annual membership fee (\$80).

Other Information

Usage Information

View up to date information about your data usage by logging in to MyAccount at www.clubtelco.com or by calling Customer Service on 13 TELCO (18 83 52).

Billing

Your first bill may include pro rata charges for part of a month if you started or changed your plan part-way through a billing period.

Customer Service Contact Details

Phone: 13 TELCO (13 83 52)

Website: www.clubtelco.com/contact.html

Email: contactus@clubtelco.com

Complaints and Disputes

If you have a complaint or a dispute please visit www.clubtelco.com/contact.html where you will find full contact details for our complaints department, as well as a copy of our complaints and disputes handling processes. You may also lodge by calling 13 TELCO (13 83 52) or by sending an email to contactus@clubtelco.com.

Telecommunications Industry Ombudsman

If you are not satisfied with how your complaint has been handled by Club Telco, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at www.tio.com.au/about-us/contact-us.