

Critical information summary

Eftel Duo Lite Plan

INFORMATION ABOUT THE SERVICE

Your plan is an ADSL2+ service and home telephone service with line rental. These services gives you network access and allow you to make and receive voice calls, and access the internet with a 10GB data limit.

Minimum Term

12 Months or 24 Months

What's Included

Your service includes an ADSL2+ connection with 10gb of data as well as a home phone number and line rental with unlimited standard local & national calls.

What's Not Included

Certain call types and premium services are excluded from the included plan value e.g. 13/1300 or any international calls. Charges to these services will apply and are outlined below. If you exceed your monthly 10GB data allowance, your broadband service will be slowed down to 1Mbps/384Kbps until your next billing cycle begins (but you won't be charge extra for use).

Hardware

To use your broadband service, you will require an ADSL modem. You have the option of purchasing an [Eftel modem](#) or supplying your own. A \$15.95 Hardware delivery fee applies.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$49.95 Monthly charges are billed according to your billing cycle.

Your Minimum Total Charge: 12 Months – \$599.40, 24 Months - \$1198.80

Standard Charges

Cost of Making a 2 minute call to Australian mobiles - Included

Standard Local Calls – Included

Standard National Calls – Included

Standard Mobile Calls – Included

13/1300 Calls – 44c per call

Setup/Transfer Fee

Customers on the 12 Month Duo Lite plan are required to pay a \$69 setup fee when first signing up.

Customers on the 24 Month Duo Lite plan are not required to pay setup fees.

Early Termination Charges

An early termination fee applies on all Duo Lite plans which is calculated by the monthly fee x the number of months remaining. The early termination fee is capped a \$350.

Your Monthly Data Allowance is charged at \$0.004/MB

Plan Change Fees

A \$39 plan change fee applies to change your Eftel service to another plan with the same speed. A \$66 fee applies if you wish to change the speed of your current Eftel service.

Other conditions

On our Duo Lite ADSL plan the cost of data is \$0.005 per MB. For the purposes of calculating included data, 1GB = 1024MB. Once you have used your plan data allowance, we will shape your speed at 256Kbps.

Other charges & International Numbers

You will be charged if you make calls to international numbers:

* International Calls – To view International rates to overseas destinations [Click Here](#)

International Call Connection Fee – \$0.39 per call.

OTHER INFORMATION

Call and Data Usage Information

Eftel have a number of spend management tools to assist you in managing your Mobile spend. You will receive Email alerts when you have used 50%, 85% and 100% of your monthly allowances. You can also check your monthly usage in MyAccount at <http://www.eftelretail.com/>.

Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period. The prices above are only available to customers who pay via [Eftel's Auto-pay](#).

CUSTOMER SERVICE:

If you have any questions regarding your plan, technical support or service please call us on 1300 550 550.

Complaints or Disputes Process

If you have a problem or complaint about your service please contact us on 1300 550 550 or visit <http://www.eftelretail.com/data/367/Eftel-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au.

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