Customer Services: **61 1300 317 517**

Flexibility to downgrade/upgrade your plan at no extra cost.

Critical Information Summary

Information about the Service

The $89.95 Plan is a NBN Internet Data connection service for Domestic and Medium Scale Enterprise consumers, offering Unlimited Data as per the terms of business, specified in our Standard Form of Agreement; SFOA. It is not part of a product bundle and includes a NBN compatible Wi-Fi Modem/Router.

VOIP calling options are entirely disabled for this plan.

Category	Description
Contract Term	Offered services are contracted for a minimum of 24 months –(2 Years Contract) Discontinuation of services may lead to the removal of all extended product privileges and/or preferential rates if any.
Hardware:	NBN compatible modem/router.
Data Limit:	Unlimited.
Inclusions:	All the pricing related information includes GST.
Exclusions:	There is no voice/calling component.

Information About Pricing:

Monthly Access Fee	$89.95
Total Minimum Cost over 24 Months	$21.58.80
Pro Rata Charges	Apply - for contracted plans
Data Included	Unlimited
Cancellation/Termination Fee	$199.00 including GST–per service

Speed:

The NBN Broadband Service provides up to12 Mbps download and up to 1 Mbps upload speeds. However, actual speeds may vary due to a number of factors including network configuration, line quality and length, exchange area, geographical location, broadband traffic density, hardware and software used.

Other Information:

- Offer available to approved customers only.
- Services are provided under our Terms of Business – see our website
- The One time Set-up fee of $149 is added on your first months invoice
- Pro Rata charges are worked out as a fraction based on how many days in the month are left from the time you joined us plus one month's rental in advance
- Early termination fees apply; except during any applicable cooling off period.

Should you cancel/terminate your services within the contract term and out of the 10 business day cooling off period, an Early Termination Fee – "ETF" of $199 applies – per service.

- A monthly charge of $2.95 Inc. GST applies for Paper Bills.
- A monthly charge of $5 Inc. GST applies for non direct debit payment.
- To qualify for this plan you must be the legal lessee of the telephone line.

Assistance:

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical Support, pre or post sales enquires please visit http://noveltelecom.com.au or call us/request a call back on 61 1300 317 517

Contact hours: **Monday to Friday:** 11am to 8pm (AEST)

Novel Telecom Customer Care Contact Details:

Phone: 61 1300 317 517

Email: info@noveltelecom.com.au

Online: www.noveltelecom.com.au

Postal: PO Box 364, Woodville SA 5011

Contact Hours: 11am to 8pm (AEST) Monday to Friday

Internal disputes:

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at: http://noveltelecom.com.au

Telecommunications Industry Ombudsman (TIO) Contactdetails:

Phone:	**1800062058**
Email:	**tio@tio.com.au**
Fax:	**1800630614**
Online:	**www.tio.com.au**
Postal:	**POBox267,CollinsStreetWest,VIC8007**
ContactHours	**9am to5:30pm (AEST)MondaytoFriday**