

## Critical Information Summary

### Start Unlimited Connect ADSL2+ Bundle - No Lock-in Contract

#### Information About the Service

Your Start Bundle includes a Home Phone service and an ADSL broadband service. Start do not offer these services separately.

#### Your Broadband Allowance

Your monthly data allowance is unlimited.

#### Required Services and Availability

Your Start Bundle requires a working phone line and an ADSL compatible modem. Start will offer ADSL2+ broadband services wherever possible. If an ADSL2+ broadband internet service is not available at your address, you will be offered an ADSL1 broadband internet service on the same terms.

#### Minimum Monthly Charge and Total Minimum Plan Cost

Your Start Bundle costs \$95 per month and the minimum you will pay is \$194.95 inclusive of the \$99.95 set-up cost.

You can purchase a Start Modem for \$139.95\* (recommended) or alternatively you can use your own modem. However, we cannot guarantee that your modem is compatible with the Start Network.

A Start Modem (valued at \$139.95\*) is available at no extra cost on our 24 month contract option.

The 'total minimum plan cost' does not include any costs associated with the connection of your phone line. Refer to "Home Phone Line Connection."

*\*A delivery fee of \$15 will be applied.*

#### Home Phone Call Rates and Features

Your Start Bundle offers pay as you use call rates:

- Local calls 20c per call
- National calls 20c per minute capped at \$3
- Mobiles 35c per minute
- Call connection 40c for timed calls only
- 13 numbers 20c per call
- International and other call rates can be found at [www.startbroadband.com.au/callrates](http://www.startbroadband.com.au/callrates)

If you would like included calls you may wish to consider a Start Talk add-on.

#### Start Talk Add-ons

For included calls options you can add a Start Talk add-on. The Start Talk add-ons can be added or removed without charge once per month.

Options for Start Talk add-ons are below:

- Start Talk Local & National includes unlimited calls to Local and National numbers for \$10 per month. Non-included calls are charged at the rates outlined in the "Home Phone Call Rates and Features"
- Start Talk Unlimited includes unlimited calls to Local & National numbers and Australian Mobiles for \$20 per month. Non-included calls are charged at the rates outlined in the "Home Phone Call Rates and Features"
- Start International Saver includes \$100 of calling credit to international landline destinations for \$15 per month. Non-included calls are charged at the rates outlined in the "Home Phone Call Rates and Features"

Further details on Start call rates can be found at

[www.startbroadband.com.au/callrates](http://www.startbroadband.com.au/callrates).

#### Home Phone Line connection

If you require a Home Phone line connection the following charges apply. These charges are passed on at cost from our suppliers:

- Transfer existing line \$0 – churn an existing active line to Start
- Standard connection \$59 – where the line is inactive but a physical line with a dial tone exists
- Technician connection \$125 – where a technician is required to connect your Home Phone line
- New Home Phone line connection \$299 – where a completely new line or cabling work is required

#### Moving Home

Start will relocate your service in the event you move home. If you are within your contract period, the relocation cost will be equivalent to the new customer set-up cost on the plan you select at your new address.

Standard phone connection charges may also apply at your new address.

#### Early Termination and Cancelling Your Service

There are no Early Termination Charges if you cancel your service.

If you wish to cancel your Start service please send an email with your name and account number to [customerservice@startbroadband.com.au](mailto:customerservice@startbroadband.com.au). Start will need one billing cycles notice to cancel your service.

#### Transferring to the nbn™

When the nbn™ rollout reaches your area Start will transfer your service at your request without any charge, irrespective of whether you are within your contract period.

If you wish to remain on your existing Start Bundle (ADSL & PSTN) you can do so up until the point Start are required to disconnect the legacy services in the area (ADSL & PSTN).

More information on the nbn™ rollout can be found at [www.startbroadband.com.au/nbn](http://www.startbroadband.com.au/nbn).

#### Billing

Once we have confirmed when your new service will be connected, Start will direct debit one month's subscription fees along with any applicable set-up or modem costs. These amounts will be credited to your first bill.

Once your service has been activated your Start bill will be issued via email to your nominated email address in the first week of every month and direct debited from your nominated account around the middle of that month.

Your first Start bill will include a full month's charge for your minimum monthly Start Bundle commitment, plus a pro-rata charge for the days remaining until the next billing cycle commences and any set-up, modem or installation costs incurred on your account. This often results in the first bill being higher than the ongoing monthly bills.

Further details about your bill, can be found at: [www.startbroadband.com.au/mybill](http://www.startbroadband.com.au/mybill).

Please note that a late payment fee of \$19.95 may be applied for bills not settled by the due date.

#### Changing your Start Bundle Plan

You can change your Start Bundle plan once per month. If you are contracted on a Start Unlimited Bundle you can move down to a Start Everyday Bundle for a \$15 once off charge.

If you are contracted on a Start Everyday Bundle you can move up to a Start Unlimited Bundle without charge.

If you have moved from a Start Everyday Bundle to a Start Unlimited Bundle you are free to move back to a Start Everyday Bundle without charge.

If you are no longer in your contract period you can move between Start Bundle plans at a maximum of one plan move per month without charge.

#### Special Offers and Promotions

Note, the pricing in this Critical Information Summary does not reflect any special offers or promotions, which may apply from time to time.

#### Start Customer Support

For customer support, you can contact a Start Support Expert on 1300 475 155 or email [customerservice@startbroadband.com.au](mailto:customerservice@startbroadband.com.au).

If you are unable to resolve your issue through contacting Start Support you can escalate it into a complaint at [www.startbroadband.com.au/complaints](http://www.startbroadband.com.au/complaints).

Finally, if we don't manage to resolve your complaint via the above process you can contact the Telecommunications Industry Ombudsman on 1800 062 058.

See [www.tio.com.au](http://www.tio.com.au) for more details.