

## Critical Information Summary

### Powercom Pacific Better Choice ADSL Bundles

#### Information about the Service

The Better Choice ADSL Bundles are packages of Internet & Home Phone using a broadband technology for high speed internet and a landline service for home phone in one convenient account.

#### **Requirements for ADSL1 & ADSL2+**

You will require an active phone line for broadband to be connected; you will need to transfer your existing phone provider to Powercom Pacific allowing you to benefit from the Better Choice Bundle package. A modem is required for ADSL1 & ADSL2+ connections, bring your own or purchase one from us and we will post it to you fully configured and ready to connect.

#### **Minimum Terms**

All ADSL Bundle Packages are available on a no contract month to month arrangement. All new ADSL connections have a setup fee of \$110.00 deferred and waived if the service is connected for over 12 months.

#### **Information about Data and Calls – What is Included**

If you exceed your monthly ADSL quota, we simply slow down (shape) your download speeds to 256kbps for the remainder of your billing month. Local, National and calls to any Mobile in Australia are included with the Better Choice Complete Bundle, Local and National calls are included in the Better Choice Value Bundle.

#### **What is Not Included**

Local calls that are forwarded from the service, National calls that are forwarded, Mobile calls that are forwarded, 13/1300 calls, International calls and other premium service numbers such as 19, 0198 numbers. Please refer to our website <http://www.powercompacific.com.au/phone> for those standard charges. Mobile calls on the Better Choice Value Bundle, all calls on the Better Choice Budget Bundle.

#### Information about Pricing

##### **Monthly Charges**

Bundle	Included Data	Minimum Monthly Charge	Total Minimum Price*
Better Choice Complete	250 GB	\$125.00 (\$0.26 per GB)	\$235.00
Better Choice Value	100 GB	\$99.00 (\$0.66 per GB)	\$209.00
Better Choice ADSL Budget	50 GB	\$79.00 (\$0.98 per GB)	\$189.00

\*The total minimum price includes the setup fee (\$110.00) plus one month of monthly plan cost.

Phone Connection Charges	Description	Charge
Transfer (Churn)	Move an existing service to Powercom Pacific	\$0.00
Service Activation	Inactive service where a dial tone still exists	\$69.95
Service Activation with a Technician Visit	Inactive service and requires some form of cabling connection at the premises	\$144.95
New Service Installation	For new premises that have no existing phone infrastructure	\$339.95

Typical 2 Minute Call Costs			
Plan	Local Call	National Call	Mobile Call
Better Choice Complete	Free (included)	Free (included)	Free (included)
Better Choice Value	Free (included)	Free (included)	77 cents
Better Choice ADSL Budget	16.5 cents	50 cents	82 cents

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Call Charges	Description	Amount		
		Complete Bundle	Value Bundle	Budget Bundle
Local Calls	Untimed	Included	Included	16.5c/call
13/1300 Calls	Untimed per Call	35c/call	35c/call	35c/call
National Calls to Landlines	Connection (Flagfall)	Included	Included	16.5c/call
	Per Minute	Included	Included	16.5c/call
National Calls to Mobiles	Connection (Flagfall)	Included	11c/call	16.5c/call
	Per Minute (all Networks)	Included	Included	33c/min
International Calls	Connection (Flagfall)	35c/call	35c/call	35c/call
	International Call Costs	Refer to Powercom Pacific Website		

ADSL Service Charges	Description
Transfer (Churn) an existing ADSL Service to Powercom Pacific	Free
ADSL Line Speed Change	Free
Relocate any Existing Powercom Pacific ADSL Service	\$99
Static IP Address (Per Address)	\$10 per month
Netcomm NB604 Modem Router Ethernet (4 port)	\$99
Netcomm NB604N Modem Router Ethernet (4 port) & Wi-Fi	\$149
Modem Postage	Free

### Excess Usage

Both uploads and downloads count towards your monthly included data allowance. There are no excess charges if you go over your monthly plan allowance of data, instead your data traffic will be slowed down to 256Kbps.

### Cancellation Fees

If you cancel your ADSL1 or ADSL2+ service within 12 months of connecting, you will be required to pay the initial setup fee of \$110.00 - billed as an Early Termination Fee.

## Other Information

### Usage Information

Powercom Pacific customers can obtain account information and usage in an Account Toolbox via our website at <http://toolbox.powercompacific.com.au/>

### Customer Service Contact

You can contact our Powercom Pacific Customer Support representatives for billing, sales or support via email [enquiries@powercompacific.com.au](mailto:enquiries@powercompacific.com.au); or telephone on **1300 731 503**.

### Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing wither via email to [enquiries@powercompacific.com.au](mailto:enquiries@powercompacific.com.au) or via hard copy to:

**Powercom Pacific**  
**Att: Operations Manager**  
**PO Box 1749**  
**Geelong VIC 3220**

### Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.to.com.au/making-a-complaint](http://www.to.com.au/making-a-complaint)

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