

Critical Information Summary

Go Fone \$45 Broadband Plan

1st May, 2015

Information about service

This is a fixed broadband service offer with a monthly access fee, available for both residential and business customers. It is not part of a product bundle, and includes a modem covered by the access fee.

The Minimum Contract Term is 12 months.

The monthly access fee includes GST and Unlimited Data on the ADSL platform or ADSL2+ where available.

Other important conditions:

- Offer available to approved customers only.
- A \$49.95 set up fee is charged in the first month's bill.
- Services are provided under our Standard Form of Agreement – see our website
- Early termination fees apply (except during any applicable cooling off period).

Pricing information:

The monthly charge is a fixed \$45.00.

The total cost is \$589.00 over 12 months, which includes the \$49.00 set up fee.

The early termination fee (ETF) is \$199.00.

Other Information:

To access your updated usage information and other details, call our trained consultants on: 1300 736 475

Go Fone Customer Care contact details:

Phone: 1300 736 475

Email: care@gofone.com.au

Fax: 03 9012 4286

Online: www.gofone.com.au

Postal: Locked Bag 3, South Melbourne, VIC 3205

Contact hours: **Monday to Friday:** 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

Public Holidays: 9am to 6pm (AEST)

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://www.gofone.com.au>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058

Email: tio@tio.com.au

Fax: 1800 630 614

Online: www.tio.com.au

Postal: PO Box 267, Collins Street West, VIC 8007.

Contact hours: 9am to 5:30pm (AEST) Monday to Friday