

# CRITICAL INFORMATION SUMMARY

## XS BUNDLE



### INFORMATION ABOUT THE SERVICE

XS	
Monthly Price	\$40/month
Set Up Price – 12 mth contract	\$99
Minimum Cost – 12 mth contract	\$579
Broadband Speed	Broadband
Broadband Data	5GB
Local calls included	No
National calls included	No
Calls to Australian mobiles included	No
International calls included	No

Our XS Bundle offers a combination of Broadband with included data and Home Phone with line rental included. Details are set out in the above table.

#### Where is this plan available?

- Our XS Bundle is available at limited locations. Initially only Aveo Newcastle. Visit our website at [www.AveoConnect.com.au](http://www.AveoConnect.com.au) for an up to date list.
- Check whether the XS plan monthly subscription at your village is billed in the General Services Charge. At Aveo Newcastle, the XS plan monthly subscription is billed in the General Services Charge. Call charges and other charges are billed to you directly.

#### What is the minimum contract period?

Minimum Contract Period	12 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

#### What is Broadband?

- Broadband uses a combination of the latest technologies for high speed internet. The choice of technology and of network service provider is at our discretion.

- Broadband is up to 12/1 Mbps, download and upload speeds respectively.
- We cannot promise actual speeds, because things happen in networks (they get congested like roads, and poor cabling can act like speed bumps), but our techies will give you the fastest speed we can.

#### What is Home Phone with included line rental?

- You will not be charged extra for line rental.
- You can bring your old telephone number\*, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
- You can add special features for free, like Call Waiting and Speed Dialling. Just refer to our User Guide.

\*Excludes sites with a telephone numbering plan. Check with your village manager if a range of numbers are pre-allocated across your site.

#### Inclusions

- Connecting your residence to the network is included.
- A WiFi Home Gateway is included, and we set it up.

#### Exclusions

- The only way we can give you this great value deal is if you keep both broadband and home phone with us. You cannot cancel an individual service.

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### INFORMATION ABOUT THE PRICE

#### What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months for each Bundle are set out in the table plan above.
- If you are in a new development that is serviced by the National Broadband Network (“NBN”), NBNC0 may charge \$300 to connect your premises to the NBN. If so, we will charge that to you.
- If you are in an area serviced by the National Broadband Network (“NBN”) using Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) technology a \$300 Subsequent Installation Charge plus labour and materials may apply if;
  - a new copper pair needs to be installed by NBNC0; or
  - a jumper cable needs to be installed by NBNC0 and: the premises does not have an existing voiceband/non-voiceband service; or the premises does have an existing voiceband/non-voiceband service but you choose not to transition it.
- If you require a complex installation beyond our standard installation, or additional cabling or phone/data outlets, we may charge you for that work.

#### What is NOT included in the Monthly Charge

- Calls which are not “included” in the table above are charged at our normal call charge rates. These are set out in our call charges plan titled “Home Phone Call Charges” on the website at [www.aveoconnect.com.au/terms-and-conditions/](http://www.aveoconnect.com.au/terms-and-conditions/).
- Calls to standard Australian landlines (STD calls) are charged at \$0.04 per minute, \$0.10 minimum call charge, no connection fee.
- Calls to standard Australian mobile numbers are charged at \$0.30 per minute, \$0.30 minimum call charge, no connection fee.
- Calls to non-standard numbers e.g. 11, 12, 13, 1300, 18, 1800 and 1900 numbers are not included. Calls to 13, 130 and 1300 numbers are charged at \$0.35 per call.

### To help understand, here are some standard things that cost money with other carriers

What does it cost to make a 2 minute call to a standard Australian mobile number?	\$0.60.
What does it cost to make a 2 minute call to the UK?	\$0.10.
What does it cost to use 1Mbps of data (about the size of small video file)?	\$0, it is included in the data in your Bundle.

### OTHER INFORMATION

#### How do I contact customer support?

Email us at [support@AveoConnect.com.au](mailto:support@AveoConnect.com.au) Or call technical support on 1300 851 496

#### How do I monitor usage?

You can monitor your calls by logging into Your Account online at [www.AveoConnect.com.au](http://www.AveoConnect.com.au).

#### How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing [complaints@AveoConnect.com.au](mailto:complaints@AveoConnect.com.au). If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at [tio@tio.com.au](mailto:tio@tio.com.au).

**THIS IS A SUMMARY, SEE THE FULL TERMS AND CONDITIONS AT [www.AveoConnect.com.au](http://www.AveoConnect.com.au).**