

# CRITICAL INFORMATION SUMMARY

## HOME PHONE ON 3G & MOBILE PHONE (SIM ONLY)



### INFORMATION ABOUT THE SERVICE

	Home Phone on 3G Unlimited	Mobile Phone Unlimited
Monthly Price	\$40/month	\$20/month
Handset	Rental Included	BYO
Set Up Price – 12 mth contract	\$99	\$0
Minimum Cost – 12 mth contract	\$579	\$240
Mobile Data	Not Applicable	500MB
Local calls included	Yes	Yes
National calls included	Yes	Yes
Calls to Australian mobiles included	Yes	Yes
International calls included	No	No

Our service offers a combination of a Home Phone 3G handset with included calls. We also offer a SIM only Mobile Phone plan as an optional extra only available in conjunction with the Home Phone on 3G plan. Details are set out in the above table.

#### Where are these plans available?

- Home Phone on 3G Unlimited and Mobile Phone Unlimited are available at selected Aveo and Freedom villages across Australia where AveoConnect On-Net supplied services are not available.

#### 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 your estate cancels, it can do so and no cancel fees apply.

#### What is Home Phone on 3G with included calls to these destinations?

- You will not be charged extra for line rental.
- You will not be charged extras for any “included” calls in the table above.
- Local calls included means unlimited calls within your local call area.
- National calls included means unlimited calls to any standard landline in Australia.
- Calls to Australian mobiles included means unlimited calls to any standard mobile phone in Australia.
- Calls to international destinations are charged. See our website for rates.
- You can bring your old landline telephone number\*, no problem, or we give you a new one.

- We will rent a cordless Home Phone 3G handset with base to you. Upon cancelling your service this must be returned to us in the same clean condition and good working order it was in when you received it, ordinary fair wear and tear excluded.
- You can add extra cordless handsets to the base we rent you that are GAP (Generic Access Profile) compatible.

#### Inclusions

- Delivery of your handset is included.
- Monthly rental of your handset is included.

#### What is Mobile Phone with included calls to these destinations?

- You will not be charged extra for line rental.
- You will not be charged extras for any “included” calls in the table above.
- Local calls included means unlimited calls within your local call area.
- National calls included means unlimited calls to any standard landline in Australia.
- Calls to Australian mobiles included means unlimited calls to any standard mobile phone in Australia.
- Calls to international destinations are charged. See our website for rates.
- If you exceed your data allowance, excess data will be charged at \$10 per 1,000MB or part thereof.
- You can bring your old mobile telephone number, no problem, or we give you a new one.
- You will need to bring your own (BYO) Telstra Mobile Network compatible handset to take up this Plan. Be sure to check that your handset supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, to ensure you get the best possible experience on the Telstra Mobile Network. You can find your handset banding in your device manual or manufacturer's website.

\*Outbound Caller ID not supported

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### Inclusions

- Delivery of your SIM card is included.

### Exclusions

- The only way we can give you this great value deal is if you keep your Home Phone on 3G with us. Mobile Phone Unlimited is not available as an individual service.

### Call Connection and Network availability

You acknowledge that the service is provided over the mobile 3G network which may not be available at all times. You also acknowledge that the coverage may be modified and changed by the Network operator at their sole discretion.

### Fair Use

The service is subject to our Fair Use Policy, in addition the service;

- Cannot be resold to other people,
- You cannot connect any device to the equipment that may cause damage or harm to the equipment or the 3G network it is connected to;
- Cannot be used in conjunction with handsets, auto-dialler devices or software or any other equipment that have not been approved by AveoConnect for use on the network.
- Cannot be used for any purpose of bulk services including SMS or call rerouting.

### INFORMATION ABOUT THE PRICE

#### What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months for each Service are set out in the table plan above.
- If you require complex or onsite support beyond our standard setup boundaries, 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 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.
- Calls to Directory Assistance 1223, 1225 are charged as advertised by provider

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
What does it cost to make a 2 minute call to the UK?	\$0.10

### 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).**