

CRITICAL INFORMATION SUMMARY BUNDLES



INFORMATION ABOUT THE SERVICE

	S	M	L	XL
Monthly Price AveoConnect Supplied On-Net	\$60/month	\$80/month	\$100/month	\$130/month
Set Up Price – 12 mth contract	\$99	\$99	\$99	\$99
Minimum Cost – 12 mth contract	\$819	\$1059	\$1299	\$1659
Monthly Price National Broadband Network (NBN) Supplied Off-Net	\$69/month	\$89/month	\$109/month	\$139/month
Set Up Price – 12 mth contract	\$99	\$99	\$99	\$99
Minimum Cost – 12 mth contract	\$927	\$1167	\$1407	\$1767
Broadband Speed	Standard 25	Standard Plus 50	Premium 100	Premium 100
Broadband Data	100GB	Unlimited	Unlimited	Unlimited
Local calls included	Yes	Yes	Yes	Yes
National calls included	Yes	Yes	Yes	Yes
Calls to Australian mobiles included	Yes	Yes	Yes	Yes
International calls included	No	No	Top 5 destinations	Top 100 destinations

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

Where are these plans available?

- Our Bundles are available at a growing number of Aveo communities across Australia. Visit our website at www.AveoConnect.com.au for an up to date list.
- You can check if your address is serviceable On the AveoConnect network or Off over the NBN from our website at www.AveoConnect.com.au

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 are the different speed tiers and Unlimited data?

- 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.
- Basic Evening Speed - this is the entry level plan for basic internet needs with a 12/1 Mbps maximum theoretical off-peak download and upload speeds respectively.

- Standard Evening Speed - plans using this label will deliver a minimum speed of 15Mbps during the busy period. This plan would support a typical usage profile of residential customers (e.g. streaming one high definition movie at the same time as web browsing on another device during the busy period)
- Standard Plus Evening Speed - plans using this label will deliver a minimum speed of 30Mbps during the busy period. This plan would be suitable for a higher usage profile (e.g. streaming an ultra-high definition movie and streaming music on one or more other device during the busy period)
- Premium Evening Speed - plans using this label will deliver a minimum speed of 60Mbps during the busy period. This plan would be suitable for a higher usage profile than Standard Plus (e.g. streaming an ultra-high definition movie at the same time as gaming on other devices during the busy period).
- 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.
- We can't confirm your maximum line speed until your service is installed and activated. If your connection doesn't allow you to properly benefit from the speed tier you're on, we'll provide you with your maximum line speed, once it's available, along with alternative options.
- "Unlimited" means you can download as much as you like at no extra charge. Upload too, for that matter. Go for it.

What is Home Phone with included calls to these destinations?

- You will not be charged extra for line rental.

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- 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 our “Top 5” international destinations means unlimited calls to any landline in Canada, France, New Zealand, UK and USA.
- Calls to our “Top 100” international destinations means unlimited calls to any landline set out in our call charges plan titled “Home Phone Call Charges” on the website at www.aveoconnect.com.au/terms-and-conditions/.
- 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 community.

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.

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/.
- If not “included”, calls to standard Australian landlines (STD calls) are charged at \$0.04 per minute, \$0.10 minimum call charge, no connection fee.
- If not “included”, calls to standard Australian mobile numbers are charged at \$0.30 per minute, \$0.30 minimum call charge, no connection fee.
- Calls to international mobile destinations are not included where international calls are included.
- 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 on any Bundle
What does it cost to make a 2 minute call to the UK?	\$0, if you are on the Large or XLarge Bundle. \$0.08 if you are on the Small or Medium Bundle.
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
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.

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. 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.

THIS IS A SUMMARY, SEE THE FULL TERMS AND CONDITIONS AT www.AveoConnect.com.au.