

Critical Information Summary

Urban Home Bundles



INFORMATION ABOUT THE SERVICE

The Urban Home Bundle is an ADSL2+ fixed-line Broadband and Home Phone service. This service is only available for residential customers for residential use.

Required Services & Availability

The Urban Bundle is only available in selected telephone exchanges within Australia. Urban Bundle availability can be checked using the coverage checker on the SpinTel website. You will require a compatible modem to use the Broadband service and a compatible telephone to use the Phone service. There may be technical or other reasons that affect your ability to receive this service.

Minimum Term

The Urban Bundle is available on either a month-to-month contract (Free activation) or an 18-month contract (\$0 activation + \$49.00 account credit on first bill).

INFORMATION ABOUT PRICING

Broadband

S		L	
200GB Non-Contract	\$20.00 (\$0.10 per GB)	Unlimited	\$30.00
500GB On-Contract	\$20.00 (\$0.04 per GB)	Unlimited	\$30.00

- Broadband shaped to 256K once download GB limit reached.

Phone

Phone Plan	PAYG	Unlimited
Monthly charge Non-Contract or Telstra service	\$0	\$20.00
Monthly charge on Contract	\$0	\$10.00
Line rental	\$24.95	\$24.95
Local calls	12 cents	Unlimited
National calls	20 cents/min + 39 cents flagfall	Unlimited
Mobile calls	34 cents/min + 39 cents flagfall	Unlimited
13/1300 calls	40 cents	40 cents

- Top 50 international special, up to \$1.98 for the first hour, plus 39 cent flagfall. Full rates available on our website.
- Other international calls, variable, plus 39 cent flagfall. Full rates available on our website.
- Timed calls are billed in 60-second increments.
- Full rates can be viewed here: spintel.net.au/products/broadband/rates.

Activation/Upfront Charges (to be paid by credit/debit card)

Month-to-month contract	Month-to-month contract Metro	18-month contract
\$0	\$49.95	\$0 + \$49.00 account credit on first bill

Phone

Transfer (existing active number) *	New connection (existing in-place)	New connection (new line installation)
\$0	\$59.00	\$299.00

- If transferring an existing active number, it must remain active with your current provider until we have confirmed the number has been transferred to SpinTel.
- Not all numbers from all carrier networks can be transferred to SpinTel.

Upfront Hardware Charges (for SpinTel supplied hardware)

Standard Network Gateway – Netcomm NF10WV \$49.00 + \$15.00 postage.

Advanced Network Gateway – Netcomm NF18ACV \$99.95 + \$15.00 postage.

The hardware provided will auto-configure with the SpinTel network once the service is activated and the device is connected.

Early Termination Charges

The maximum charge for early termination is \$198.00 (\$99.00 pro-rata for the Broadband service, and \$99.00 pro-rata for the Phone service). The fewer months left on your contract the lower this amount will be.

Minimum Monthly Charges

The minimum monthly cost for the Urban Bundle is equal to the sum of the Broadband and Phone monthly access charge. For example, if you were to select the S '200 GB' Broadband plan and the L '\$20.00' Phone plan, you would be charged \$20.00 + \$20.00 + \$24.95 (\$64.95) per month.

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Auto Data-block Charges

If pre-selected, the auto data-block option on your Broadband service will be charged in 10GB blocks at the rate of \$3.00 (\$0.0003 per MB). This feature can be disabled or enabled any time after the initial sign up in My Account.

Minimum Total Cost

- Month-to-month – The minimum total cost for the Urban Bundle is equal to the sum of the Broadband and Phone one monthly access charge. For example, if you were to select the S '200 GB' Broadband plan and the '\$20.00' Phone plan, you will be charged \$20.00 + \$20.00 + \$24.95 = \$64.95.
- 18-month contract – The minimum total cost for the Urban Bundle is equal to the sum of the Broadband and Phone one monthly access charge multiplied by 18 months. For example, if you were to select the S '500 GB' Broadband plan and the '\$10.00' Phone plan and the \$50.00 credit, you will be charged $(\$20.00 + \$10.00 + \$24.95) \times 18 - \$50.00 = \$939.10$

nbn™ UPGRADE INFORMATION

Once nbn™ becomes available in your area, we may automatically transfer you over to SpinTel nbn™ for the remainder of your minimum term and move you to a new plan that is comparable or identical to your current plan. If we move you to an alternative plan, we will take reasonable steps to ensure any detrimental impacts are addressed. If we upgrade you to nbn™, you must provide all reasonable assistance to enable to change to be implemented, including access by the nbn™ technician to access your premises and equipment. We will contact you to discuss the details of any changes we plan to make to your access method prior to making the change.

OTHER INFORMATION

Broadband Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by SpinTel. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Minimum acceptable speeds can be viewed on the SpinTel website under 'Coverage and Data Speeds', here: spintel.net.au/terms

Priority Assistance and other Value Added Services

If you have a diagnosed life-threatening medical condition your current provider may offer you 'Priority Assistance'. SpinTel does not provide priority assistance and this service does not come with priority assistance.

Additionally, any existing value added services such as voicemail may or not be transferred or may or may not be available.

Monitoring Your Usage

You may view your usage by logging onto SpinTel's member portal My Account. Access My Account at: my.spintel.net.au

Billing

You will be billed up-front for any hardware and activation charges. You will then be billed according to your billing cycle. The first bill you receive may include charges for any days remaining in the month until your billing cycle ends and will also include charges in advance for the next billing cycle. Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Payment methods include direct debit from a nominated savings and cheque account, or a credit card. No processing fee applies for a savings or cheque account where a BSB and account number are used. You will receive your bill at least one week prior to any direct debits.

How to Contact SpinTel

Our call centre is available seven days a week from 8am to 8pm weekdays (AEDT) and 9am to 5pm weekends and public holidays (AEDT). To speak to a SpinTel representative, call 1300 303 375.

Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at spintel.net.au/complaints. If you are not satisfied with the proposed complaint resolution after exhausting all steps, you may wish to consider contacting the Telecommunications Industry Ombudsman. The TIO should be contacted only as a last resort, after we have thoroughly investigated your complaint. You may contact the TIO at: tio.com.au

This is a summary only. Full terms and conditions are available at spintel.net.au/terms

Information is current as of 01 August 2018, and may change with notice. All prices quoted include GST v1.06