

## Critical Information Summary









### ADSL & ADSL2+ Bolt-On

#### Information About the Service:

<b>Description of the Service</b>	The <b>ADSL &amp; ADSL2+ Bolt-On</b> plan provides a fixed residential or business internet service. With the option of bundling a fixed phone line connection.
<b>Network Coverage Guarantee</b>	Contact us within 14 days from date of purchase to request a full refund if you cannot receive usable network coverage.
<b>Bundling Arrangement</b>	A customer can choose to bundle a fixed phone line connection.
<b>Prerequisite for the service</b>	The cost of the ADSL & ADSL2+ may involve a new phone line setup fee which varies from \$70 to \$358. If an active phone service is already active then there's no phone set-up fee. There is also an ADSL & ADSL2+ connection fee which varies between \$0 and \$95. An ADSL & ADSL2+ enabled modem will also be needed to connect to the internet which Motion Telecom can provide.
<b>Minimal Term applicable</b>	There is a minimum 18 month contract for this plan.
<b>Inclusions, exclusions &amp; conditions</b>	The ADSL & ADSL2+ plan will cost \$59.00 per month within a metropolitan area which provides unlimited usage per month. Or \$64.00 per month within a regional area which provides unlimited usage per month. The plan is for 18 months with the option to BYO your own ADSL2+ modem or Motion Telecom can provide a new modem. There's also the option of bundling a fixed phone line connection and get ADSL & ADSL 2+ plan metropolitan for only \$39.00 a month or ADSL & ADSL 2+ regional for \$64 a month.

#### Information About Pricing

<b>Minimum Monthly Charge</b>	\$59 for metropolitan internet package or \$64 for a regional internet package.
<b>Maximum Monthly Charge</b>	The ADSL & ADSL2+ plan will cost \$59.00 per month within a metropolitan area which provides unlimited usage per month. Or \$64.00 per month within a regional area which provides unlimited usage per month. The plan is for 18 months with the option to BYO your own ADSL2+ modem or Motion Telecom can provide a new modem. There's also the option of bundling a fixed phone line connection and get ADSL & ADSL 2+ plan metropolitan for only \$39.00 a month or ADSL & ADSL 2+ regional for \$64 a month.
<b>Cost of 2min. standard national mobile call</b>	Not applicable as this is unavailable with the ADSL & ADSL2+ plan.

<b>Maximum charge for Early Termination of Contract</b>	<p>The maximum early termination charge is \$99.00 plus \$90.00 which is the cost of the Motion Telecom supplied ADSL2+ modem if cancelled within 18 months of signing up to the plan. If the service is cancelled within 18 months and a modem hasn't been supplied by Motion Telecom there will only be a termination charge of \$99.00.</p>
<b>Pro Rata</b>	<p>Your first bill will include a 'Pro Rata' charge to cover the days between you connecting and the end of your billing cycle plus the ADSL or ADSL 2+ connection fee. Each billing cycle begins on the 1st of the month.</p>
<b>Cost of standard national SMS and cost of 1MB of data within Australia</b>	<p>Not applicable as SMS is unavailable with the ADSL &amp; ADSL2+ plan. The ADSL &amp; ADSL2+ plan also offers unlimited internet usage per month.</p>
<b>Other information</b>	
<b>Billing usage can be obtained from</b>	<p><a href="http://www.selcomm.com.au/Budgetel/CustomerSelfCare/Management/Login.aspx">www.selcomm.com.au/Budgetel/CustomerSelfCare/Management/Login.aspx</a></p>
<b>Customer Care Contact details</b>	<p> Call: 1300 133 399 or Fax: 03 8678 3177</p> <p> PO Box 6170 NORTH SYDNEY, NSW 2059</p> <p> General email enquiries: <a href="mailto:info@motiontelecom.com.au">info@motiontelecom.com.au</a></p> <p>Internet support enquires: <a href="mailto:motionsupport@aggregatoglobal.com">motionsupport@aggregatoglobal.com</a></p>
<b>Internal Dispute Resolution Process</b>	<p>Please review the Complaints Handling policy, found at <a href="http://www.motiontelecom.com.au/content/about/generalterms.html">http://www.motiontelecom.com.au/content/about/generalterms.html</a></p>
<b>TIO Contact details</b>	<p> <a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a></p> <p> Call 1800 062 058 or Fax 1800 630 614</p> <p> PO Box 276, Collins Street West Vic 8007</p>
<b>Post-Sales Support</b>	<p> <a href="mailto:motionsupport@aggregatoglobal.com">motionsupport@aggregatoglobal.com</a></p> <p> Call 1300 133 399</p>