

Critical Information Summary









Freedom Plus

Information About the Service:

Description of the Service	Freedom Plus plan provides a residential or business fixed line service. With the option of bundling an ADSL2+ internet connection.
Network Coverage Guarantee	Contact us within 14 days from date of purchase to request a full refund if you cannot receive usable network coverage.
Bundling Arrangement	A customer can choose to bundle an ADSL2+ internet connection.
Prerequisite for the service	The cost of the Freedom Plus may involve a new phone line setup fee which varies from \$70 to \$358. If an active phone service is already in place then there's no set-up fee.
Minimal Term applicable	There is a minimum 6 month contract on this plan.
Inclusions, exclusions & conditions	The Freedom Plus plan will cost \$28.99 per month which provides local calls at 20 cents per call untimed , national calls at 19 cents per minute with a 45 cents connection fee and calls to Australian Mobile numbers which are charged at 35 cents per minute with a 45 cents connection fee. There's also the option to add the "Bolt-On 100 Free Minutes to 50 Countries" for an additional \$7.50 per month. The detailed pricing can be found here . (http://www.motiontelecom.com.au/content/FORMS/FreedomPlus_Nov12.pdf).

Information About Pricing

Minimum Monthly Charge	\$28.99
Maximum Monthly Charge	The Freedom Plus plan will cost \$28.99 per month which provides local calls at 20 cents per call untimed , national calls at 19 cents per minute with a 45 cents connection fee and calls to Australian Mobile numbers which are charged at 35 cents per minute with a 45 cents connection fee. There's also the option to add the "Bolt-On 100 Free Minutes to 50 Countries" for an additional \$7.50 per month. The detailed pricing can be found here . (http://www.motiontelecom.com.au/content/FORMS/FreedomPlus_Nov12.pdf).
Cost of 2min. standard national mobile call	The cost will be \$1.15.

Number of Standard National Calls you could make from your Included Value if you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration	The Freedom Plus plan does not have mobile phone calls included. This will be charged on top of the minimum monthly spend.
Maximum charge for Early Termination of Contract	The maximum early termination charge is \$99.00 if cancelled within 6 months of signing up to the plan.
Pro Rata	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 connection fee, if applicable. Each billing cycle begins on the 1st of the month.
Cost of standard national SMS and cost of 1MB of data within Australia	Not applicable as this is unavailable with the service.
Other information	
Billing usage can be obtained from	www.selcomm.com.au/Budgetel/CustomerSelfCare/Management/Login.aspx
Customer Care Contact details	 Call: 1300 133 399 or Fax: 03 8678 3177  PO Box 6170 NORTH SYDNEY, NSW 2059  General email enquiries: info@motiontelecom.com.au Internet support enquires: motionsupport@aggregatoglobal.com
Internal Dispute Resolution Process	Please review the Complaints Handling policy, found at http://www.motiontelecom.com.au/content/about/generalterms.html
TIO Contact details	 http://www.tio.com.au/making-a-complaint  Call 1800 062 058 or Fax 1800 630 614  PO Box 276, Collins Street West Vic 8007
Post-Sales Support	 motionsupport@aggregatoglobal.com  Call 1300 133 399