



## CRITICAL INFORMATION SUMMARY PHONE / INTERNET BUNDLE

### Information about the Service

Here is a summary of all the important information you need to know about Highway Internet's Phone/Internet Bundle. The service includes a traditional 'landline' phone service (with no separate phone line rental charges) plus an ADSL2+ broadband service (where available) with 250Gb of data per month.

#### Availability:

ADSL2+ is not available to customers in all areas. In addition, it is important to note that fastest residential grade DSL will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available, and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges. If ADSL2 is not available to you, an 8Mb ADSL service will be offered instead.

#### Requirements:

You will require an ADSL2+ compatible modem for the broadband and a telephone handset (approved for use in Australia) to use the phone service. You can buy your own modem, use an existing one, or purchase one supported by Highway at the time of registration. A modem from Highway will be preconfigured so all you have to do is plug it in. Modem can be picked up from Highway office or posted out to you (Registered post: \$15). If you currently use a Telstra-rented handset, Telstra's rental charges (\$3.30/mth) will be added to your bill with Highway.

#### Minimum Term:

Our residential grade Phone/Internet Bundle is available on both 12 month & 24 month contracts.

### Information about the Pricing

#### Monthly cost:

The maximum monthly charge in the following table refers to the phone service and ADSL usage; please note that mobile phone call and feature charges are additional.

Plan	Monthly Included Data	Minimum Monthly Charge	Total Min Cost (12/24 month contract)	Unit Price 1Gb (1000Mb)
<b>HWY BUNDLE</b>	250Gb	\$99.00	12=\$1188 24=\$2376	\$0.39

Call Type	Description	Call Cost
Local	Calls to any standard landline in your local area	included
National	Calls to any standard landline in Australia	included
Mobile	Calls to any standard mobile phone service in Australia	\$0.33/min capped at \$3
International	Calls to any standard landline outside of Australia	from \$0.10/min

**Call Charges:**

Timed charges for calls to Mobiles and International numbers are billed on a per-minute basis. No flagfall charges apply. The International rates vary depending on the country/destination you are calling. The following countries are all charged at \$0.10/min: *Canada, Chile, China, Denmark, Greece, Hong Kong, Italy, Netherlands, NZ, Norway, Singapore, Spain, Sweden, Switzerland, Taiwan, UK, USA*. Contact us for other countries.

**Setup fees:**

New ADSL activations on a 24 month contract are free; on a 12 month contract \$99.

Transfers/churns from another ISP to Highway on a 24month contract are free; on a 12 month contract, \$44.

Phone line activation is \$69 or \$125 if it requires a technician visit. New phone line installation is \$299 and charges for custom cabling (if applicable) will be passed on at cost from Telstra. There is no contract term on the phone service.

**Early Termination:**

If you choose to cancel your ADSL service or it is disconnected for any reason within the contract term you will be charged an early termination fee. This includes moving house/relocation. An early termination fee of \$99 per DSL service applies on a 12 month contract, and \$155 on a 24mth contract. You do not have to pay out the months remaining on your contract. If your ADSL service is cancelled, your phone line will incur a monthly rental of \$35 and all calls will be charged for on a per call basis. Please contact Hwy on 63723645 for current call rates.

**Relocation:**

An ADSL service is provisioned on the physical phone line and, as such, cannot be transferred. If you're moving, the existing ADSL connection will have to be cancelled and a new connection activated at your new location. If you are transferring your old phone number to your new line, please contact Hwy with sufficient advance notice (at least 7 days) so we can arrange the relocation/reactivation of your services with as little disruption as possible. Please note that we cannot submit an ADSL order until the phone order is completed so if you intend to transfer your old phone number to your new location, we recommend this number transfer not be left till the last minute- preferably several days before the move.

**Connection timeframe:**

Both phone service and ADSL connection should be running within 5-10 business days provided there is already a phone line/cabling in place and no complications arise.



## **Billing:**

Our Bundled plan is paid by the calendar month. As a result, your first bill will be pro rata; ie. you will be charged from the day your service was activated until the end of that calendar month, as well as the minimum monthly charge in advance for the next billing cycle. Activation fees and service charges commence as soon as your services have been activated at the exchange.

## **Other Information**

### **Faults:**

To report a fault on any of the services you hold with Highway Internet (ADSL and/or phone line), your first and only point of contact is the **Hwy Support Desk on 02 6372 3645**. Please do not contact Telstra directly otherwise they are likely to charge a \$99 fee for Incorrect Call to Telstra Helpdesk.

### **Usage Information:**

Customers can obtain information on their usage by contacting our office.

An itemised list of all your phone usage for the previous month will be emailed at the start of each month following the monthly account.

### **Customer Service Contact Details:**

You can contact Highway Internet for Technical Support and all Account enquiries via:

Phone: 02 6372 3645

Email: [admin@hwy.com.au](mailto:admin@hwy.com.au)

See [www.hwy.com.au](http://www.hwy.com.au) for more details.

**Complaints Handling:** If you have a dispute with Highway and wish to make a complaint, please contact us in writing by emailing [admin@hwy.com.au](mailto:admin@hwy.com.au) or calling 02 6372 3645. You can view our complaints policy at <http://hwy.com.au/policies/complaints.htm>

### **Further Options:**

If you are not satisfied with our handling of your complaint and all attempts to resolve the issue, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au](http://www.tio.com.au)

*Information is current as of 1/7/2014 and is subject to change without notice. All prices quoted inclusive of GST.*