

Home FTTB Bundle

Critical Information Summary

Information About the Service

Service Description

Fibre to the Building (FTTB) is a high speed broadband service which is delivered using fibre optic and other network equipment that has been installed in the basement of multi-dwelling buildings. ello makes use of existing copper wires within the building to enable communication between the customer premises and ello's equipment. ello FTTB Bundle includes unlimited FTTB Broadband, as well as home phone line rental and unlimited local and national calls.

Requirements and Availability

You will require a FTTB modem to connect your service. ello can provide you a suitable modem pre-configured for your service. Alternatively you can provide your own modem however you will be responsible for configuring it. The ello modem fee can be paid upfront or in monthly instalment on the 24 Month Contract. For details, please see the Home Modem Critical Information Summary. (Note: The 6 Month Contract only offers the upfront payment option) ello charges a standard shipping and configuration fee of \$25.00(inc.GST). You can check if the service is available in your area by calling 1300 – ello ello (1300-355-635).

FTTB Speeds

Your service on this FTTB service offers download line speeds between 50Mbps and 100Mbps and upload speeds up to 20Mbps.

Actual throughput speeds may be slower and could vary due to many factors including source and type of content downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by ello.

Minimum Term

6 Months/ 24 Months

Information About Pricing

ello FTTB Bundle

Contract Term	Monthly Charge	Monthly Data	Unit Cost of 1GB Data Included in Plan	Connection Fee	Early Termination Fee	Minimum Total Cost
6 Months	\$69.95	Unlimited	N/A	\$99	\$250	\$518.70
24 Months	\$69.95	Unlimited	N/A	\$49	\$250	\$1727.80

All charges include GST.

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Call Rates

The table below shows standard call rates for the FTTB Bundle service. Timed calls are billed in 30 second increments.

Call Type	Call Rate	Flagfall p/call
Local Calls	Included	N/A
National Calls	Included	N/A
Calls to Mobile	30c p/minute	20c
Calls to 13/1300 numbers	42c p/call	N/A

Excess Data Usage

There are no excess data usage charges.

Early Termination Fee

If you cancel the 6 month /24 month contract during the term there will be an early termination fee applied. Please refer to the table above for fee amount.

Other Information

Usage Information

For information about your current usage levels please contact Customer Service by calling 1300-ello ello (1300-355-635).

Email Billing

ello is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Service.

Payment Method

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

Connection Charges & Connection Timeframes

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. The connection fee for your ADSL2+ Product is listed in the table of the previous page.

Dispute Resolution Process

Contact Us

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Service team on 1300 - ello ello (1300-355-635) from 9am - 5pm AEST, Monday to Friday. If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined on our website www.ello.com.au.

Telecommunications Industry Ombudsman

If you are still not satisfied with the outcome of your complaint after following the above process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation, the TIO can be contacted by calling 1800 062 058 or visiting the TIO's website at www.tio.com.au.