

Home Ultimate Easy V2

Critical Information Summary

Information About the Service

Service Description

ello aims to provide all of our customers with an ADSL2+ connection however if ADSL2+ is not available at your location, ello will offer ADSL 1. ello offers a truly unlimited broadband service with no shaping. This offer includes a free ADSL2+ WiFi modem router with free shipping and free connection.

Requirements and Availability

ADSL requires a basic telephone service to function. You can use a suitable telephone service from another provider and pay the pricing they offer or you can use ello phone service starting from \$29.95(inc.GST).

You can check if the service is available in your area by calling 1300 – ello ello (1300-355-635).

Minimum Term

24 Months

Offer Duration

The offer for the 24 Month contract is available for limited time only.

Information About Pricing

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Contract Term	Monthly Charge	Monthly Data	Unit Cost of 1GB Data Included in Plan	Connection Fee	Early Termination Fee	Minimum Total Cost
24 Months	\$69.99	Unlimited	N/A	\$0	\$350	\$1679.76

All charges include GST.

Supply of this Unlimited ADSL Service does not require bundling with any other ello service.

Excess Data Usage

There are no excess data usage charges.

Early Termination Fee

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

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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.