

# Consumer Broadband Plan (100GB)

## 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.

#### 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 an ello phone service starting from \$29.95(inc.GST). You will require an ADSL2+ capable 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 price of an NBN Ready 4 port modem router with WiFi is \$129 (inc GST). ello charges a standard shipping and configuration fee of \$25.00(inc.GST) if applicable. You can check if the service is available at your premises by calling 1300-ello-ello (1300-355-635).

#### Minimum Term

ello Consumer Broadband Plan (100GB) is supplied on a Monthly, 12, 24 month contract. See Minimum Total Cost in the Information about Pricing section. Note: The minimum total cost of a Monthly contract includes a minimum one month charge and the connection fee.

### Information about Pricing

#### ello enabled Consumer Broadband (100GB)

Contract Term	Monthly Charge	Monthly Data	Unit Cost of 1GB Data Included in Plan	Connection Fee	Early Termination Fee	Minimum Total Cost
24 Months	\$49.95	100GB	50c	\$49	\$250	\$1247.80
12 Months	\$49.95	100GB	50c	\$95	\$250	\$694.40
Monthly	\$49.95	100GB	50c	\$139	\$0	\$188.95

#### Off Net Consumer Broadband (100GB)

Contract Term	Monthly Charge	Monthly Data	Unit Cost of 1GB Data Included in Plan	Connection Fee	Early Termination Fee	Minimum Total Cost
24 Months	\$69.95	100GB	70c	\$49	\$250	\$1727.80
12 Months	\$69.95	100GB	70c	\$95	\$250	\$934.40
Monthly	\$69.95	100GB	70c	\$165	\$0	\$234.95

All charges include GST.

Supply of this ADSL Service does not require bundling with any other ello service. However, when bundled with other ello products, you will get \$10 discount off the ello enabled Monthly Charge or \$5 discount off the Off Net Monthly Charge.

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## Excess Data Usage

Both uploads and downloads count towards your monthly included data. There are excess data usage charges- \$0.01 per MB.

## Early Termination Fee

If you cancel the 12 or 24 month contract during the term there will be an early termination fee applied. Please refer to the table 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(inc.GST). 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 may 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](http://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](http://www.tio.com.au).