



# Critical Information Summary:

## TransACT VDSL2 & TransTalk AllTime Phone

### Information About The Service

VDSL2 provides customers in the ACT with super-fast broadband speeds, over our very own network. Every TransACT VDSL2 service comes included with TransTalk AllTime Home Phone.

#### Requirements & Availability

It is mandatory to have a Fixed Phone service with us on our VDSL2 plans, and TransTalk Home Phone is bundled with your VDSL2 service. The TransACT VDL2 service provides you with physical access to the network, however to get online, you will also require a data plan from one of a number of internet service providers that offer services on the TransACT network. You can find a list of eligible providers at [www.transact.com.au/internet/vdsl2](http://www.transact.com.au/internet/vdsl2)

#### Minimum Term

VDSL2 is available without a contract, or on a 24 month contract, under which we'll waive your modem and standard installation fee.

#### Included Features

The TransTalk Phone service includes great features such as included local calls on the TransACT network, Call Waiting, Caller Number Display, Call Forwarding and Three Way Calling.

### Information About Pricing

#### Monthly Charges

The pricing below includes both your VDSL2 and TransTalk AllTime service. Data service charges from your chosen internet service provider will be in addition to the below.

Plan Name	Plan Speed	Monthly Included Data*	Minimum & Maximum Monthly Charge	Total Min. Price (no contract)	Total Min. Price (24 mth contract)
<b>VDSL2 (TalkWeb Supersonic)</b>	Up to 60Mbps	None	\$50.00	\$129.95	\$1,200

\*Data product must be acquired from eligible ISP on the TransACT network

- The Total Minimum Price on a monthly contract is the standard setup fee (\$79.95) plus one month of plan rental.
- The Total Maximum Price on a 24-month contract is 24 months of plan rental.

#### Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobile	International*	1300 & 13
TransTalk AllTime Home Phone	20c untimed, included to other TransACT Phone numbers	18c/min + 44c flagfall \$1.75 up to 1hr \$2.50 up to 2hrs	37c/min + 44c flagfall	Varied + 44c flafall	35c

\*International rates vary by destination

- Individual international rates are available at <http://www.transact.com.au/~media/Files/transact-act-transtalk-international-call-rates.pdf>
- Unless otherwise noted, timed charges for national, mobile & international calls are assessed on a per second basis, with a minimum assessed duration of one second.



### Excess Usage

Excess data usage rules and requirements are dictated by the separate ISP service you combine with your VDSL2 service.

### Setup Fee

Your VDSL2 setup fee will vary depending on your choice of contract.

Setup Method	No fixed term	24 month contract
Standard Installation	\$79.95	\$0

Non-standard installations attract a higher fee. You'll be notified of any such fees, if required.

### Cancellation Fees

- If you sign up to a no fixed term agreement, no break fee applies.
- If you sign up to a 24 month contract, the maximum applicable break fee is \$200 if you cancel within the first 6 months. Remaining contract break fees are detailed below

Fee Type	Tenure			
	0-6 months	7-12 months	13-18 months	19-24 months
VDSL2 Contract Break Fee	\$200	\$150	\$100	\$80

### Standardised Cost Information

A call to a standard national mobile incurs a per minute rate of 37c per minute with 44c flagfall.

## Other Information

### Usage Information

Usage information is supplied by your nominated internet service provider.

### Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 61**. See [www.transact.com.au/en/contact](http://www.transact.com.au/en/contact) for more details.

### Dispute Resolution Process

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 at [www.transact.com.au/en-ACT/support/accounts/complaints](http://www.transact.com.au/en-ACT/support/accounts/complaints)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, 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/making-a-complaint](http://www.tio.com.au/making-a-complaint)