

Critical Information Summary

ADSL Bundle Metro Ultra



Information About The Service

Here's a quick summary of all the important bits about your Barefoot Telecom **ADSL Bundle Metro Ultra** plan.

Minimum Term

The minimum term is **1 month** (plan term).

What's Included?

Your ADSL Bundle Metro Ultra plan includes:

- **A residential grade ADSL Internet service with UNLIMITED Monthly Data Allowance**
- **Monthly Phone Line Rental**
- **Calls to Local & National numbers within Australia**

Your ADSL Bundle Metro Ultra plan does not include:

- **Modem**
- **Calls to Mobile Numbers (charged at \$0.40c per min)**
- **Calls to 13/1300 Numbers (charged at \$0.50c per call)**
- **Calls to International Numbers**

Information About Pricing

Your minimum monthly charge on the ADSL Bundle Metro Ultra plan is **\$69.00**.

No upfront setup fee will apply.

The minimum amount you'll pay over the period of your plan term is **\$69.00**.

All prices quoted are inclusive of GST.

Early Termination

There is no early termination fee (ETF) on the ADSL Bundle Metro Ultra plan.

All Barefoot Telecom plans are billed in advance. No pro-rata credits or refunds are ordered for cancelled accounts. For example, if your billing anniversary date is the 5th of the month and you cancel your service on the 10th of the month, no refund for the un-used days of your current billing month will be offered.

Order Cancellation Policy

If you place an order with Barefoot Telecom and cancel the order due to change of mind, no refund will be provided if your order is in progress with the carrier.

An order is deemed to be "in progress" once you have received notification that payment has been processed.

Billing Cycle and Upfront Payment

All Barefoot Telecom plans are billed in advance via anniversary billing. For example, if your Internet service is activated on the 5th of the month, then your bill cycle starts on the 5th of the month and will cover the full month from the 5th to the 4th of the following month.

Payment and Late Fees

All Barefoot Telecom plans are payable by direct debit via credit card or credit debit card ONLY. Our payment options are Visa, MasterCard and American Express (AMEX). A 2.85% surcharge will apply for all AMEX transactions.

A \$22.00 late payment fee will be charged if payment is not made within nine (9) days from the payment date on your invoice. The payment date is 14 days from the invoice issue date.

Data Usage

No excess usage charges will apply on the ADSL Bundle Metro Ultra plan.

ADSL Modem

Your ADSL Bundle Metro Ultra plan does not include a modem/router. Barefoot Telecom can supply an ADSL modem with pre-configured settings (plug and play) for **\$149.00** (includes delivery).

BYO Modem

If you choose to BYO modem, please note that it is your responsibility to configure a BYO modem/router and Barefoot Telecom offers limited support for BYO modem configuration.

Connection Charges

A standard Telstra connection fee WILL apply to connect your telephone line:

- Existing telephone line without a Telstra technician visit **\$59.00**
- Existing telephone line with a Telstra technician visit **\$169.00**
- New telephone line connection **\$299.00** with a Telstra technician visit and cabling work (Upfront payment required)

Other Information

Connection Timeframes

If there has been a previous working phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within six (6) working days of your request. If this isn't possible, then we aim to connect your service within fifteen (15) working days, depending on your location.

Telstra Network

Barefoot Telecom delivers all ADSL services over the Telstra network. We are unable to deliver out ADSL services on networks other than the Telstra network.

Barefoot Telecom is unable to retain your existing PSTN number if transferring from a network other than the Telstra network.

ADSL2+ and ADSL1

Barefoot Telecom will supply the best available ADSL service to your premises on the Telstra network. If ADSL2+ is not available, Barefoot Telecom will order an ADSL1 service.

Barefoot Telecom makes no guarantees that ADSL2+ is available. Barefoot Telecom has no responsibility to inform you whether the service is ADSL2+ or ADSL1 in the ordering process as we simply provision the best possible service available. There is no price difference between an ADSL2+ service and an ADSL1 service.

ADSL Broadband Speed

- ADSL can provide download speeds up to a maximum of 20Mbps to eligible customers in selected areas with upgraded exchanges and up to 8Mbps in many other areas, but average speeds will be lower.
- Actual speeds you receive will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by Ethernet cable.

Customer Service Guarantee (CSG) Waiver

Please be advised that we can only offer our Bundled services at low prices with no lock in contracts if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with MATE Communicate you agree to waive your rights under the CSG as outlined in the [CSG Waiver](#).

We Are Here to Help

If you have any questions:

- Live Chat with one of our friendly, local customer care team at www.barefoottelecom.com.au.
- Email us at admin@barefoottelecom.com.au
- Call us on **1300 017 622** between 8.30am to 7.00pm AEST Monday to Saturday.

Complaints

If you have any concerns or complaints, you can access our [Complaint Handling Policy](#).

You can also contact the Telecommunications Industry Ombudsman at www.tio.com.au.