

# ASTRON Combo2+

**Combo2+** offers line rental with Unlimited ADSL2+ Broadband.

| <b>Combo2+ Plans</b><br>Effective 1 January 2013                                      | <b>Metro</b><br>On Net   | <b>Regional</b><br>Off Net<br>(If Metro on-net not available)                                |
|---|--|--|
| Minimum Monthly Charge, including line rental and Unlimited ADSL2+                    | <b>\$59.95</b>   | <b>\$79.95</b>   |
| Local Calls   | 18cents/call   | 18cents/call   |
| National Long Distance Calls (per minute)<br>Plus Cap National long Distance calls    | 29cents<br>\$1.89 for first 20 minutes then<br>per minute rate applies                       | 29cents<br>\$1.89 for first 20 minutes then<br>per minute rate applies                       |
| Calls to Mobiles within Australia (per minute)<br>Plus Cap Calls to mobile            | 35cents<br>\$3.40 for the first 20 minutes then<br>per minute rate applies                   | 35cents<br>\$3.40 for the first 20 minutes then<br>per minute rate applies                   |
| 13/1300 Calls per call  | 44cents  | 44cents  |
| International calls   | Refer standard rates sheet   | Refer standard rates sheet   |
| Call Connection fee (timed calls)   | 39 cents per call  | 39 cents per call  |
| Contract term   | 24months   | 24 months  |
| Minimum 24 month contract cost including Delivery and Handling fee for the WIFI modem | \$1,463.75   | \$1,943.75   |
| WIFI Modem (included in cost)   | No Charge  | No Charge  |
| Delivery and Handling fee of Modem  | One off charge of \$24.95  | One off charge of \$24.95  |
| Set up fee  | No Charge  | No Charge  |
| Termination fee   | \$250 if any part of service is cancelled or transferred before the end of the 24 month term | \$250 if any part of service is cancelled or transferred before the end of the 24 month term |
| Administration fee (per month)  | \$10 administration fee if pre-selected to other service provider                            | \$10 administration fee if pre-selected to other service provider                            |

## CRITICAL INFORMATION SUMMARY

### Information About the Service.

Astron's Combo2+ broadband and telephone plan is for Unlimited Broadband, line rental and for all calls which go over those lines. The plan requires the ADSL 2+ service, the telephone line and the pre-selection service (long distance and fixed to mobile calls) to be bundled. The service comes with a Wifi modem which is free but it will cost you \$24.95 for delivery and handling and is a mandatory part of the service. The minimum term for Astron's Combo 2+ is 24 months. Astron's Combo2+ is not available in some areas or, in some cases, if you are on the Optus network. The broadband component of Astron's Combo2+ plan has a possible speed of 20Mbps down and 1Mbps up. However this is the possible speed and in most circumstances, will be significantly less than this. The actual speed will vary depending on the length of the copper wire from the your location to the DSL enabled exchange, the quality of the copper line between your location and the DSL enabled exchange, the DSL profile applied by Astron and our suppliers to make the DSL line stable, electrical interference from outside sources, the nature and quality of the connection at your location, network utilisation and the number of Customers accessing the network at any one time, your hardware or software and the web sites that you visit. Astron's Combo2+ only provides for one dynamic IP address. If you require a static IP then this service is not suitable for you. Astron's Combo2+ does not support IPTV in any way. It does not support any IPTV protocols so if you wish to use Astron's Combo2+ for IPTV then this service is not suitable to you.

### Information About Pricing

The minimum monthly charge for the plan is for Metro \$59.95 and for Regional \$79.95. The maximum termination fee is \$250 if any part of the service is terminated or transferred from Astron during the 24 month contract term. A relocation fee of \$110.00 (Metro) and \$165.00 (Regional) applies if you wish to relocate your ADSL2+ service within the 24 month contract term and you will need to enter into a new 24 month contract. The plans offer Unlimited data usage so there is no need to provide a per megabyte data cost, as per the TCP code. All plan charges are GST inclusive, effective 1 January 2013 and apply 24 hours per day. The call rates detailed may be changed with 30 days notice during the 24 month contract period, but only to recover costs that our 3<sup>rd</sup> party suppliers have increased on us. Should the service become NBN enabled and we are required to transfer the service to the NBN network we may pass on any increase in costs to the customer, BUT only the increase in cost. The specified pricing is for PSTN lines only. All calls are billed in 30 second increments and are rounded up to the nearest 5 cents except Local calls, 13/1300/1800 and 1900 calls. International calls are charged in 2 minute increments. Call types other than Local, National, fixed to mobile and 1300 calls is charged at Astron's standard rates, which is available on request. Value added services are; \$6.60 per month for Message Bank or Calling Number Display; \$3 per month for Line Hunt Share or Silent number.

Prorated charges; When you join Astron's Combo2+ service the first invoice will be higher than the others because it will contain the one off postage and handling fee AND will charge you for part of your first months service fee plus the full next month in advance. Calls are charged in arrears.

### Other Information.

Should you want call usage information you may obtain it by calling Astron during business hours on 1300 72 42 72. You need to be aware that the call usage information provided may be 48 hours old.

If you have a complaint or dispute you may make a complaint by calling our customer service number on 1300 72 42 72 between the hours of 10am -7 pm Monday to Friday and 10am to 5pm Saturday's except public holidays. If you are dissatisfied with the response from our customer service representatives you may send your complaint to [complaints@astron.net.au](mailto:complaints@astron.net.au)

For Astron's general Terms & Conditions visit our website at [www.astron.net.au](http://www.astron.net.au)

The contact details of the Telecommunication Ombudsman is telephone 1800 062 058 or visit [www.tio.com.au](http://www.tio.com.au)

**Astron Communication and Information Services Pty Limited ABN 50 074 649 228.**

TO FIND OUT MORE OR JOIN CALL  
**1300 72 42 72**

**WWW.ASTRON.NET.AU**

