

Information About the Service

Description about the Service

- The Crunch Unlimited 59.95 plan is an ADSL2+ broadband service plan for residential consumers with UNLIMITED monthly allowance.
- As part of the Crunch Unlimited service, no once off set up fee to new connections and to clients who churn from their current ADSL provider over to Crunch. A charge of \$50 for purchase of wireless modem (4 ports) along with filter and delivery.
- The total minimum term on Crunch Unlimited 59.95 plan is 24 months.

Inclusions

- Static IP and GST are all inclusive in the Crunch Unlimited 59.95.
- The base plan cost of the Crunch Unlimited 59.95 plan applies to all services. For all off-set services and any Zone 1, 2, or 3 locations, there will be an additional charge per month of \$14.95 Inc GST. We will help you control your spend by providing you with notifications via email when you reach 50%, 85%, and 100% of your data allowance that is included in your broadband plan.

Exclusions

- Crunch Unlimited 59.95 is restricted to residential clients only
- Crunch Unlimited 59.95 is not available on ISDN or digital services
- The Crunch unlimited 59.95 plan cannot be used outside of the normal scope of the consumer market
- To qualify for the Crunch Unlimited 59.95 plan you must hold an Australian Citizenship and be the legal leasee of the telephone line
- You may at any time switch between our ADSL2+ plans without incurring any breach of agreement, if the switch occurs after the monthly billing cycle.

Information About Pricing

Minimum Cost

- Upon initial connection of the Crunch Unlimited 59.95 plan the first minimum monthly charge is \$158.95 Inc. GST that includes the initial set up fee. Any pro rata charges will also be added to your first bill.
- The pro rata charge is worked out as percentage based on how many days in the month are left from the time you joined Crunch Tel plus one month in advance.
- There after the Crunch Unlimited 59.95 plan has a minimum monthly charge of \$59.95.
- Over the 24 month plan the total minimum cost of Crunch Unlimited is \$1, 438.80.

Cancellation Fess

- If you choose to cancel your plan within the 24 month agreement term and out of the 10 business day cooling off period, the agreement payout is \$220 per service is charged. This is payable to Crunch Tel Pty/ Ltd within 14 days from your final invoice due date.

Connection Type	Charge
Telephone Line without a technician visit	\$59
Telephone Line without a technician visit	\$125
New Telephone Line connection/telephone line connection with a technician visit and cabling work	\$299

Other Information

Customers on the Crunch Unlimited 59.95 can access call and data usage information on the Crunch website- www.crunchtel.com.au by proceeding to the **Pay Your Bill Tab** and logging on with client log on details. These details can be obtained by calling Crunch Customer Care.

Customer Service and Complaints

- Crunch Customer Service Department can be contacted by any one of the means below:
 - o Phone Contact: 1 300 87 30 67 9am-6pm AEST Monday-Friday
9am-2pm AEST Saturday
 - o Fax No: 1 300 87 30 68

Email: customercare@crunchtel.com.au

- In order to access internal dispute resolution process please contact one of our friendly customer care staff by means of either phone or email, details of which are stated above
- If in any case customers are not satisfied with Conduct and feel that the internal dispute resolution process has not resolved the issue consumers can contact the Telecommunications Industry Ombudsman (TIO) on the below details
 - o Hotline for Complaints and Enquires: 1800 062 058 hours of operation is 9am-5pm AEST Monday- Friday
 - o Online complaint form can be lodged on the TIO website: www.tio.com.au under the About Us Page Copyright