

## Virtual Access

### Critical Information Summary

#### *Virtual Access ADSLsurf (Mk 7 Plans)*

#### **Information About The Service**

##### *The service:*

Virtual Access ADSLsurf (Mk 7) is an ADSL1 or ADSL2+ broadband service offering fast speed internet access with an unlimited data allowance. Service is provided at ADSL2+ speed, except where availability or technical limitations for the use of ADSL1 services.

##### *Bundling:*

You must have a dedicated phone line with for this service to work. This service is not conditional on you having a phone line with us and equally the phone line rental is not included in the service.

##### *Mandatory components:*

You will require a modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

##### *Minimum term:*

The service is available with a minimum term of 0 months, 12 months or 24 months.

##### *Important conditions:*

This service may not be available at your location. Please go to our website [www.virtual.net.au](http://www.virtual.net.au) or call us to find out if you can be connected to this service at your location, and which pricing/region band applies to you.

This service provides you with a static IP address.

#### **Information About Pricing**

##### *Minimum monthly charge:*

Service Region	1 or 2	3
Minimum monthly charge 0 month contract	\$59.90	\$74.90
Minimum charge for entire term	\$158.90	\$173.90
Minimum monthly charge 12 month contract	\$59.90	\$74.90
Minimum charge for entire term	\$777.80	\$957.80
Minimum monthly charge 24 month contract	\$59.90	\$74.90
Minimum charge for entire term	\$1437.60	\$1797.60

##### *Maximum monthly charge:*

The maximum monthly charge is the same as the minimum monthly charge.

#### *Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times \$10, and adding a \$33 administration fee.

#### *Unit Pricing Information:*

Not applicable to this service.

### **Other Information**

#### *Usage information:*

As this is an unlimited usage product, usage information is not generally provided. If you require this information, it can be obtained on request by calling us on 1300 132351 or by sending an email to [help@virtual.net.au](mailto:help@virtual.net.au).

#### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 132351 or by sending an email to [info@virtual.net.au](mailto:info@virtual.net.au) if you have any questions, would like to give feedback or complain.

#### *Telecommunications Industry Ombudsman (TIO):*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062058

Fax: 1800 630614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2016.