

# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE: **SLIMNET \$49 BROADBAND PLAN**

Our broadband plans are simple as they are either in 12 or 24 month contracts to reduce the upfront fee and downloads are unlimited or not shaped so you have no worries about exceeding data limits. You can relocate house and once NBN is in your area we will let you know.

Minimum Term	12 months
Maximum Term	24 months
Download Limit	Unlimited*
Exclusions	No exclusions except you need a valid PSTN line for Slimtel to supply the ADSL

\* Subject to fair use policy

## INFORMATION ABOUT PRICING

Description	Amount	What does this mean ?
Minimum Monthly Charge	\$49.00	The amount you pay per month
Maximum Exit Charge	\$24 x months left	If you leave the balance of the contract is a calculation
Connection Charge	\$0.00	The Set up fee prior to starting
Regional Surcharge	\$30.00	Monthly charge for regional or non-coverage areas in Australia we advise before signing up
Excess Megabytes	\$0.00	Unlimited downloads
Emails	Not provided	Email addresses are not provided, however we can give you SMTP details

All prices include GST and further details are available on [www.slimtel.com.au](http://www.slimtel.com.au)



PO Box 6079 Dural DC NSW 2158 Australia

Customer Service

T:1300 788 840

F:1300 788 854

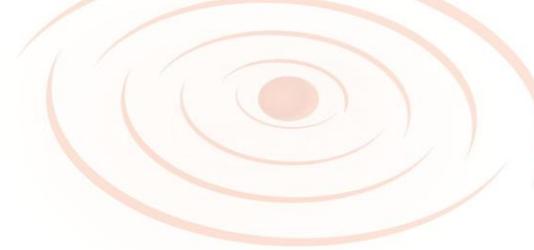
E:[info@slimtel.com.au](mailto:info@slimtel.com.au)

Sales

T:1300 SLIMTEL

T:1300 754 683

E:[sales@slimtel.com.au](mailto:sales@slimtel.com.au)



**OTHER INFORMATION:**

Description	What does this mean ?
Usage Alerts	Please go to <a href="http://www.slimtel.com.au/support">http://www.slimtel.com.au/support</a> , there is a dedicated section for usage alerts in the mobile support section where you can set this up , or email <a href="mailto:info@slimtel.com.au">info@slimtel.com.au</a> or call <b>1300 788840</b> to set this up, or get your unbilled balance at any time during the month.
Fair Usage	We have formulated a generous allowance that allows our customers to enjoy good broadband at high speeds. Speed will vary depending on your location however we inform of speeds and on request and will advise you at the time. These are residential plans designed for personal use only, those customers that are engaging in heavy commercial downloading will be monitored, contacted and disconnected without warning.
Customer Support	You can contact us at anytime, we are here to help you. You go to <a href="http://www.slimtel.com.au/support">www.slimtel.com.au/support</a> which will answer most calls and has web forms for all types of typical questions. You can call our support line during business hours on <b>1300788840</b> or if you are too busy, just drop us an email on <a href="mailto:info@slimtel.com.au">info@slimtel.com.au</a>
Bill	You will receive a bill free via email as a Tax Invoice every month. If you require a paper bill the fee is \$1.98 per month.
Coverage	We encourage you to see the coverage in your area. For relevant coverage updates please go to <a href="http://www.slimtel.com.au/coverage">www.slimtel.com.au/coverage</a>
More Information	Please Visit <a href="http://www.slimtel.com.au/legal">www.slimtel.com.au/legal</a> for our Terms and Conditions, Standard Form Of Agreement and Privacy Policy.
Escalation	If you are not happy with an issue, we have a dedicated escalation email address <a href="mailto:ccm@slimtel.com.au">ccm@slimtel.com.au</a> which you should put your issue in writing. A that point you will be given a complaint number. If you are still not satisfied you can contact the Telecommunications Industry Ombudsman with the complaint number on 1800 062 058 or <a href="http://www.tio.com.au">www.tio.com.au</a>



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