



ABN 53 605 822 062

# CRITICAL INFORMATION SUMMARY

## Mint Broadband Plan

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### INFORMATION ABOUT THE SERVICE

#### Service Description

The Mint Broadband Plan is an internet service using wholesale services supplied to us by M2 Wholesale. You can transfer your existing broadband service or activate a new service with Mint on your existing PSTN service.

Bundling is optional. A monthly \$20 discount will apply to the Mint Broadband Plan when bundled with an active phone service on the same Mint account. An active phone service can be a standard PSTN line or digital ISDN line.

If you cancel or transfer away the active phone service, the monthly \$20 discount will no longer be available and your minimum monthly access fee will revert back to \$69 per month.

#### Minimum Contract Term

Available on a minimum 6 month contract only.

#### Key Details

The Mint Broadband Plan includes unlimited data usage, however it is subject to our Fair Use Policy and is not intended for commercial use.

You will be supplied with the fastest speed available at your location - ADSL2+ or ADSL where ADSL2+ is not available.

#### HARDWARE

We can supply you with an optional modem for just \$19.95 (shipping and handling fee), or you may use your own modem. Please note that support is only available for modems provided by Mint.

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### INFORMATION ABOUT PRICING

Mint Internet	PSTN
Monthly Access Fee	\$69.00
Activation Fee	\$99.00
Minimum Total Cost	\$513.00
Cost of 1mb of Data	NA
Optional Modem P&H	\$19.95

#### Early Termination Charge

If you cancel your service within the Contract Term, Early Termination Fees (ETF) will apply. ETF is calculated as \$99 per service.

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### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.



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### **Usage Information**

For information about your current usage levels please contact Customer Care on 1300 58 MINT (1300 58 6468).

### **EMAIL BILLING**

Mint is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Care.

### **PAYMENT METHOD**

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Care.

### **CONNECTION CHARGES & CONNECTION TIMEFRAMES**

A charge may apply to connect your Broadband service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) for our Broadband Connection Charges and Timeframes.

### **CONTACT US**

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Care team on 1300 58 MINT (1300 58 6468) 9am - 5pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) and review our Complaint Handling Policy.

If you are still not satisfied with the steps taken by Mint to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Mint and is an option of last resort. You can contact the TIO by calling 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au).