

CRITICAL INFORMATION SUMMARY



Description of the service: This is a combined telephone and internet service enabling telephone calls (both outbound and inbound) and network data access. Both services operate via R-Groups own private network wholly owned by subsidiary R-COM International.

Bundling - Telephony: There is one telephony package available for standalone unlimited telephony services. A discounted fee is available to add the unlimited telephony services to an existing internet bundle (as detailed below).

Bundling – Data: The internet plans are offered as a bundle. We offer three bundle packages for the data service (light, medium and unlimited) depending on a customer’s preferences for monthly data allowance. These also include casual phone services (casual call rates apply).

Hardware: A modem is provided with both services free of charge. This package also includes the required wall cabling to connect the modem to the network. Please note that any other hardware is not supplied including telephony devices.

Minimum term: The minimum term for our services is one month. This is a month-to-month contract with no lock in agreement.

Inclusions, exclusions, qualifications:

INTERNET PLANS	LIGHT	MEDIUM	UNLIMITED
Data	10GB Data	50GB Data	Unlimited Data
Monthly Cost	\$35.95	\$45.95	\$69.95

Fair use: Our services are provided within a usage policy designed to ensure all customers enjoy a great experience. Our Fair Use Policy allows us to request that excessive use of a promotion or service, limit their use or cease using a promotion or service. We reserve the right to determine what is excessive and may suspend a customer’s access and/or charge for excessive usage.

Information about Pricing

PLAN	FREE
Minimum monthly charge	\$18.95
Maximum monthly charge	Maximum charge depends on usage and/or excess usage.
Early termination charges	None. This is a month-to-month plan
Cost of a Local (Casual call rate)	\$0.10 Flat rate
Cost of national (Casual call rate)	\$0.10/minute
Cost of mobile (Casual call rate)	\$0.15/minute

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New connection Fee: A \$99 connection fee applies for all new services and is charged on the first invoice after service activation.

Disconnection Fee: There is no termination charge however disconnections are handled at the end of the month and require a 30-day notice.

Excess data: Data shaping will occur if monthly quotas are reached (Data quotas reset each calendar month).

Plan changes: You can upgrade/downgrade to any current bundles plans on your network on your next bill run date. Our customer agreement allows us to change our services, fees, and charges with 3 months' notice. If you are adversely impacted, we will give you reasonable notice and the option to cancel your service without penalty.

Billing: We bill monthly in advance.

Payments: Payment for this service is managed via the Parent Company and is processed via monthly direct-debit arrangements with the customer.

◆ OTHER INFORMATION ◆

Usage information: You can track your usage by logging into the dedicated user portal with the credentials provided to you during service activation.

Customer service details: Our team are 24 x 7, 365 days a year. Please call 08 6555 1188 for Sales, Support & Billing, email us at support@r-group.com.au or mail us at 4 Parker Place, Bentley, WA 6102.

Complaints: If you are unhappy with our service please lodge a complaint to our help desk on 08 6555 1188. Once the complaint has been registered into our system, we will work to resolve your issue within two business days. If we can't resolve your complaint you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to tio.com.au.

Availability: Our services are available to all approved residents who have a direct-debit arrangement with the parent company.

Usage Rates

Standard National Rates		Standard International Rates	
Voice	10c per minute	Voice	Dependent on destination
Billed in	60 second increments for voice calling	Billed in	60 second increments for voice calling

Standard calls: Calls to Australian mobiles and landlines.

National calls: Calls to other Australian numbers including voicemail, 13/1800 & re-routed numbers and diversions, excluding premium rate services.

National calls and text usage: Rates apply when you are calling from within Australia.

Included value: Any unused value expires at the end of each billing period.

All other usage: This is charged at R-COM's standard rates (per their current Standard Form of Agreement).