

# MBIT Technologies Pty Ltd

## Critical Information Summary

### *MBIT Ethernet Over Copper*

#### Information About The Service

##### *The service:*

MBIT Ethernet Over Copper (EOC) is a service offering fast speed internet access with unlimited monthly data allowance.

##### *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. Please contact us if you wish to have a service that also includes a phone line with us.

##### *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 12 months or 24 months.

##### *Important conditions:*

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

#### Information About Pricing

##### *Minimum monthly charge:*

Monthly included allowance	Unlimited
Minimum monthly charge 12 month contract	\$ 418.00
Minimum charge for entire term	\$ 6116.00
Minimum monthly charge 24 month contract	\$ 363.00
Minimum charge for entire term	\$ 8712.00

##### *Maximum monthly charge:*

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

##### *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 the minimum monthly contract charge.

*Unit Pricing Information:*

All plans are unlimited and therefore there is no unit pricing

**Other Information**

*Usage information:*

All plans are unlimited if you are concerned about how much data you are using or by calling us on 1300 241 899.

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 241 899 or by sending an email to [support@mbit.com.au](mailto:support@mbit.com.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: 1 800 062 058

Fax: 1 800 630 614

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 June 2018.