

Critical Information Summary

COMBO2+ Plan

This will take you through critical information regarding the Astron COMBO2+ Plan.

Information About the Service

Astron's Combo2+ broadband and telephone plan is for unlimited* broadband and telephony services (subject to the Astron Reasonable Use Policy).

Bundled services

Astron's Combo2+ plan is a bundle that includes Astron's ADSL2+ service, telephony services and Astron's pre-selection service (long distance and fixed to mobile calls).

Service Availability

Astron's Combo2+ is not available in all areas or in some cases if you are on the Optus network.

ADSL Speed

Astron's Combo2+ broadband has a maximum possible download speed of 20Mbps and maximum possible upload speed of 1Mbps. The actual speeds will vary depending on factors such as the equipment you use, the ADSL profile used by Astron and our suppliers, the nature and quality of the connection at your location, electrical interference from outside sources, network utilisation and the number of customers accessing the network at any time, your hardware and software and the web sites that you visit. Consequently, we cannot guarantee that the maximum speeds will be available at your premises.

Equipment Required

To access the Astron Combo2+ service you will require a WiFi modem that supports all types of ADSL services. The WiFi modem from Astron is included, all you have to pay for is the cost of handling and delivery – pricing details are provided below under the heading "Information About Pricing".

Minimum Term

The Astron Combo2+ plan has a minimum term of 24 months. Termination fees apply if you cancel the plan during the minimum term – details of the early termination fee are provided below under the heading "Information About Pricing".

Exclusions and Limitations

Astron's Combo2+ only provides for one dynamic IP address. If you require a static IP address then this service is not suitable for you. Astron's Combo2+ service does not support IPTV or IPTV protocols.

Astron's Reasonable Use Policy

Astron's Reasonable Use Policy applies to all our plans. Your unlimited* monthly data allowance is subject to this Policy. You can find Astron's Reasonable Use Policy at astron.net.au/terms-and-conditions.

Other Information

Usage Information and Customer Service

If you require usage information or customer service, please call us on 1300 72 42 72 between 10am and 7pm AEST, Monday to Friday or between 10am and 5pm AEST on a Saturday (excluding public holidays). Usage information may be up to 48 hours behind real time.

Customer Complaints

If you have a complaint or a dispute about your service, please call us on 1300 72 42 72 between 10am and 7pm AEST, Monday to Friday or between 10am and 5pm AEST on a Saturday (excluding public holidays). If you are dissatisfied with the response from our customer service representative you can email your complaint to complaint@astron.net.au.

If Astron doesn't resolve your complaint to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or at tio.com.au.

Terms and Conditions and Application Form

Astron's services are provided subject to our full terms and conditions available at astron.net.au/terms-and-conditions.

Information About Pricing

	ADSL2+
Minimum monthly charge	\$59.95
Monthly data allowance	Unlimited*
Local calls	\$0.18/call
National long distance calls	\$0.39 connection fee \$0.29/minute capped at \$1.89 for first 20 minutes, then per minute rate applies
Calls to mobiles within Australia	\$0.39 connection fee \$0.35/minute capped at \$3.40 for first 20 minutes, then per minute rate applies
13/1300 calls	\$0.44/call
International calls**	\$0.25 connection fee From \$0.15 per minute
Cost of WiFi modem	\$0
Cost of handling and delivery of WiFi modem	\$25
Contract period	24 months
Minimum 24 month contract cost including the handling and delivery fee for the WiFi modem	\$1,463.80
Termination fee if service cancelled before the end of the 24 month contract period	\$165
Reconnection fee if we reconnect your services after you breach our agreement	Up to \$50
Administration fee	\$10 per month if pre-selected to another service provider

* Subject to the Astron Reasonable Use Policy

** International rates vary by destination, full rates at astron.net.au/terms-and-conditions

For call types not listed above, see astron.net.au/terms-and-conditions for our rates.

International calls are billed in 2 minute increments. All other calls are billed in 30 second increments, rounded up to the nearest 5 cents except local calls and 13/1300/1800/1900 calls.



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Customer Service

1300 72 42 72