

Information about the Service

The Service

Envision 250 is an all-in-one broadband and digital voice solution, combining our VoIP Service and Naked DSL Service.

Bundling requirements

We do not require that you bundle this service with any other service, however, ACN's VoIP Service (a component of the Envision Service) requires a suitable terrestrial broadband Internet connection.

Equipment

Envision 250 must be taken with a modem charged at \$29 (plus \$13.95 for delivery).

To make calls you will also need a standard (analogue) telephone handset and an ATA (Analogue Telephone Adaptor) or an alternative VoIP gateway device such as an ACN Videophone.

Minimum term

The minimum term is 24 months.

Included calls

The minimum monthly charge includes:

- Unlimited ACN-2-ACN calling to other ACN VoIP services across Australia and to 24 other countries (subject to ACN's Acceptable Use Policy)
- Unlimited local and national calls to Fixed Wire Phone Services within Australia (subject to ACN's Acceptable Use Policy)
- First 100 minutes to Australian mobiles per month are free
- Free calls to 85 international destinations (limited to 60 minutes per call and subject to ACN's Acceptable Use Policy)

Call charges and inclusions

Description	Rate
Local Calls	0¢
National Calls	0¢
Calls to Australian Mobiles	15¢ per minute (after first 100 minutes which are free)
Calls to 13/1300 numbers	30¢ untimed
Calls to included International numbers	Free calls (limited to 60 minutes per call) View countries at: acnpacific.com.au
Calls to other International numbers	Rates from \$0.05 View rates at: acnpacific.com.au

Limitations and qualifications

Your data usage allowance (per monthly billing cycle) is set at 250GB. Once the allocated allowance has been reached, the service will be shaped during the relevant period to 128kbps for the rest of the monthly billing cycle (you won't be charged extra for use). Both uploads and downloads are counted towards your usage. Any unused monthly allowance expires at the end of your billing cycle.

Calls to 1900x and 12x numbers are not supported.

This service is available to residential and small business customers whose address is in a serviceable area and where there is availability at the exchange. For technical and commercial reasons the service is available only in limited areas. You may not acquire ACN's Fixed Wire Phone Service or any other Fixed Wire Phone Service from another supplier at the same time as you acquire this service.

The VoIP Service (a component of the Envision service) has a residential-grade level of service and should not be used for anything other than small or home office business applications.

The service, including '000' dialling, will not function in the event of a power failure or disruption or an Internet outage. If there is an interruption to the power supply, the service, including '000' dialling will not function until power is restored. VoIP Service is not suitable if you are a customer with a serious illness or life threatening condition, if you require disability services, if you have a back-to-base home alarm system or if you require an uninterrupted phone line.

You are able to transfer (port) your current Fixed Wire Phone Number to an Envision service. Please be aware your Fixed Wire Service and any associated DSL service and all special services including Silent Line with your current provider will be disconnected when your Envision service is activated.

ACN's Naked DSL (a component of the Envision Service) can provide ADSL2+ download speeds to eligible customers in selected areas with upgraded exchanges. Actual speeds will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment, software and Internet traffic. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Information about pricing

Minimum monthly charge

Your minimum monthly charge is \$99 – you pay an additional amount for the calls you make each month which are not included in the minimum monthly charge.

Early termination fee (ETF)

If you cancel your plan before your minimum term has ended, you must pay us an ETF of \$15 per month for each remaining or partial month of the 24 month term, plus any outstanding charges and any remaining instalments for equipment purchased in conjunction with the plan, is payable immediately. Your maximum ETF is \$360 plus outstanding charges and remaining instalments for equipment.

You can move to an Envision plan of higher value within your minimum term without penalty. If you move to a lower value plan within the initial 12 months of the term a \$75 charge will apply. If you move to a lower value plan after the first 12 months, a \$50 charge will apply.

What it costs for some basic usage

Usage	Cost
Making a two minute standard national mobile call	30¢ (after first 100 minutes per month)
Using one megabyte of data ¹	\$0.0004

Note 1: Downloading or uploading one megabyte of data.

Total minimum cost

The minimum cost for the Envision 250 plan over the 24 month term is \$2,418.95 (\$99 x 24 months, \$29 for a modem and \$13.95 for delivery).

Additional data

If you exhaust your data allowance, you have the option to purchase additional data at myaccount.acnpacific.com.au. You have 60 days to use this additional data. Data can be purchased in the following quantities:

Data allowance	Charge
5GB	\$9.99
15GB	\$19.99
30GB	\$39.99
60GB	\$59.99

Service connection charges

There is no connection charge for this service.

Additional charges

If you choose:	Additional charge
To receive paper invoices via Australia Post	\$2.20 per paper invoice received (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	View current charge at acnpacific.com.au
To make a payment using a credit card (Visa or MasterCard only)	1.5% of the total payment amount (waived for direct debit)

Other information

To access information about your expenditure and data usage, please log into MyAccount at myaccount.acnpacific.com.au.

For customer service and to access ACN's internal dispute resolution scheme, please visit acnpacific.com.au/contact-us or call 1300 881 778. In the unlikely event that your dispute is not resolved to your satisfaction; you may refer your complaint to the Telecommunications Industry Ombudsman (TIO). Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. Telephone: 1800 062 058. Web: www.tio.com.au.

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher than \$99 because it will include a partial Plan Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

This is a summary only. For full pricing, terms and conditions applicable to this service plan, please visit acnpacific.com.au/envision.