

# CRITICAL INFORMATION SUMMARY – SIMPLE BUNDLE

## INFORMATION ABOUT THE SERVICE

Our Simple Bundle offers a combination of:

- Fast Broadband with unlimited usage;
- Home Phone with unlimited local, national and Australian mobile calls; and
- Home Monitoring, with unlimited usage.

### Where is this plan available?

- The Simple Bundle is available at a growing number of Retire Australia villages. Visit our website at [www.rasimple.com.au](http://www.rasimple.com.au) for an up to date list.

### What is the minimum contract period?

Minimum Contract Period	12 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

### What is Unlimited Fast Broadband?

- “Unlimited” means you can download as much as you like at no extra charge. Upload too, for that matter. Go for it, we don’t mind, we built this network to fly!
- Fast Broadband uses a combination of the latest technologies for high speed internet, up to 20Mbps download and 10Mbps upload speeds. We cannot promise actual speeds, because things happen in networks (they get congested like roads, and poor cabling can act like speed bumps), but our techies will give you the fastest speed we can.

### What is Home Phone with unlimited calls to these destinations?

- This plan includes unlimited calls to:
  - any standard landline in Australia,
  - any standard mobile phone in Australia; and
  - any landline in our “top 5” international destinations. These are Canada, France, New Zealand, UK and USA.
- You will not be charged any more for these calls. And there is no extra line rental.
- Home Phone comes with a host of great features as standard. To make it easy.
- You can bring your old telephone number, no problem, or we give you a new one.
- You can use your old handset, no problem, or we can help you select one to buy.
- You can add special services for a fee, like a Connected Home service package, or a SoHo service package. Just ask us.

### What is Unlimited Home Monitoring?

- Home Monitoring is a personal emergency response monitoring service. You will be provided with a pendant and a Home Monitoring Hub. We will train you on how, in an emergency, to get help.
- The Home Monitoring Service is manned 24 hours a day, 7 days a week.
- The Home Monitoring Hub has battery backup and works over both the Home Phone line and over Telstra’s mobile network. If one fails, the other will work. Just a bit of extra piece of mind. These are upgrades to your current service.
- “Unlimited” means we do not charge for calls made to or from, or data sent to or from, the monitoring service.

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### Inclusions

- Connecting your residence to the network is included.
- An upgrade to a new Home Monitoring Hub is included.
- Battery backup for the Hub and a second connection to Telstra’s mobile network is included.
- A new Home Monitoring Pendant is included.
- A WiFi modem is included, and we set it up.
- A standard set up of your Home Monitoring Services is included.

### Exclusions

- The only way we can give you this great value deal is if you keep all three services, broadband, home phone and home monitoring, with us. You cannot cancel an individual service.

### INFORMATION ABOUT THE PRICE

#### What is the Monthly Recurring Charge?

Monthly Recurring Charge	\$99 inc GST
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#### And remind me, what is NOT included in the Monthly Charge

- Calls to international destinations (including mobile destinations) not in our “top 5”.
- Calls to non-standard numbers e.g. 11, 12, 13, 1300, 18, 1800 and 1900 numbers

#### To help understand, here are some standard things that cost money with other carriers

What does it cost to make a 2 minute call to a standard Australian mobile number?	\$0, it is included in your Simple Bundle
What does it cost to make a 2 minute call to the UK?	\$0, it is included in your Simple Bundle
What does it cost to use 1Mbps of data (about the size of small video file)?	\$0, it is included in your Simple Bundle

#### What is the Minimum Contract Charge?

Minimum Contract Charge	\$1,188 inc GST, being 12 months at \$99.
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### OTHER INFORMATION

#### How do I contact customer support?

Email us at [support@rasimple.com.au](mailto:support@rasimple.com.au). Or call technical support on 1300 130 185.

#### How do I monitor usage?

You can monitor your calls by logging into Your Account online at [www.rasimple.com.au](http://www.rasimple.com.au).

#### How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing [complaints@rasimple.com.au](mailto:complaints@rasimple.com.au). If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at [tio@tio.com.au](mailto:tio@tio.com.au).

**THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT [www.rasimple.com.au](http://www.rasimple.com.au).**