Dialplan

500/50 Mbps – Critical Information Summary

Valid From 1 July 2025

Information about the service

Plan	Minimum Monthly Charge	Included Data	Minimum Term
500/50 Mbps	$95.00	Unlimited	1 Month

What is the service: A broadband data service over the nbn™ or Opticomm network for business or personal use.

The offer is a bundle of services: No.

The offer requires mandatory purchase of Telecommunications goods from us: No.

What do I need to access the service: This service requires a compatible modem/router.

Available minimum term: 1 month.

Included data allowance: Unlimited Data.

The minimum monthly charge is: $95.00 (all prices include GST).

The total (minimum) cost over the plan term of 1 months is: $95.00 plus any applicable connection fees or pro-rata charges for your particular situation.

Early termination charges: $0 (Not applicable).

Set-Up Fees: If there is a set-up fee for this service, it will dependent on many different things. Due to variances, set-up fees will be determined prior to agreement of contract and first bill.

Pricing: Pricing in this critical information summary is inclusive of GST.

(08) 6197 9100
sales@dialplan.com.au
www.dialplan.com.au

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Other information

Emergency Services: This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Our service may not function in the event of a power failure. Priority Assistance is not available on this service

Usage: You can obtain data usage information by contacting us on 08 6197 9100.

Exclusions: Dialplan does not support any equipment or wiring at your premises. When you connect to a VoIP plan, some equipment or services at your premises may be impacted and no longer operate. These include, but are not limited to, medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Dialplan does not offer priority assistance.

Terms: All services are supplied pursuant to our Business Terms found on our website.

Customer service contact details: You can contact us via email at support@dialplan.com.au or phone us on 08 6197 9100 between 8:00am to 5:00pm Monday to Friday.

Complaints process: You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing support@dialplan.com.au or calling 08 6197 9100 and specifically stating you want to make a complaint.

Telecommunications Industry Ombudsman: The Telecommunications Industry Ombudsman (TIO) is a private company that makes money through providing an alternate dispute resolution service to assist consumers and service providers resolve disputes. You cancontact the Telecommunications Industry Ombudsman at www.tio.com.au or on 1800 046 686.