

Critical Information Summary – Residential ADSL

Service to be provided: Aussie Broadband's ADSL2+ uses our own broadband infrastructure and infrastructure from our wholesale partners to deliver broadband to your home.

Minimum monthly Charge: \$60 - \$79

Maximum monthly Charge: \$60 - \$79

Early termination Max Charge: \$0.00

Minimum term applicable: 1 Month

Information about the service

What is the service?

Aussie Broadband's ADSL2+ uses our own broadband infrastructure and infrastructure from our wholesale partners to deliver broadband to your home. Note that if you order this service and no ADSL2 ports are available, you will automatically be connected to an ADSL1 port (slower speed). Note also that speeds may be affected by things like wifi and other equipment, electrical interference, and more.

Where is it available?

To find out whether ADSL2 is available at your location, call our sales team on 1300 880 905.

What do I need to access the service?

You will need:

- a basic telephone service - you can either have this from another provider or purchase one through Aussie Broadband.
- an ADSL2+ modem/router to connect to this service. If you don't already have a compatible modem, we can provide one for an additional fee.

Minimum term of the service

Minimum term of this service is one month – this is a month-to-month service with no contracts.

What is included?

Features of this service include no excess usage charges (speed is slowed to 256kbps when your allocation is used),

five email addresses, 20MB of personal web space, email spam protection and Australian-based phone support.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone with this service for extra cost.

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill within 30 days, you abuse our staff or you breach our fair use policy (available at <https://www.aussiebroadband.com.au/legal/>).

Information about pricing

Monthly charges

See table on next page

Set-up fee

Set-up fees are \$110.

Equipment fees

Aussie Broadband can provide an ADSL2+ modem/router if you do not have one. The cost for this modem/router is \$149.00 (plus postage).

Other possible costs

- If you bundle your broadband service with a phone service, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary.
- You can choose to upgrade your plan to start at your next billing month with no change fee
- If you wish to upgrade mid-month (ie, you've run out of data) you can purchase a data block (2GB for \$5, 10GB for \$10, 20GB for \$15, 40GB for \$30 or 60GB for \$40) through the MyAussie portal.

Exit fee

There are no exit fees for this service.

Monthly charges

Plan name	Monthly data	Monthly charge	Total minimum price for no fixed term (setup fee and 1 month cost)	Unit cost of 1gb of data included in plan
Medium	50 GB	\$60	\$170	\$1.20
Everyday	100 GB	\$65	\$175	\$0.65
Family	500 GB	\$74	\$184	\$0.15
Power User	UNLIMITED	\$79	\$189	NA

NOTE – there are no excess usage charges; your speed will be slowed to 256kbps when you use your full allocation, or you can upgrade your plan (see “other possible costs” on previous page).

Other information

Usage

Aussie Broadband provides an online portal called “MyAussie”. You can use this to find information about your usage.

Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905. Our support hours are constantly expanding – please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

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