

Critical Information Summary

- Business ADSL



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Business ADSL service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Business ADSL services provide Internet access via ADSL technology which shares the customer's fixed telephone line at a specified address. Business ADSL is available Australia wide however Premium Business plans are only available in selected exchange areas on the Gold Coast. This product is not required to be bundled with any other OntheNet product.

All orders are subject to a Service Qualification to confirm the premises can support the service. All speeds quoted are maximum theoretical speeds. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases.

The monthly access fee includes a data allocation. If the data allocation is exceeded an excess usage fee will apply. A single email mailbox is provided with every service and up to four additional mailboxes can be added for no extra cost. The service includes a single static IP address. Additional IP addressing may be available for an additional cost. After hours Technical Support is available via a pager number.

Customers may request to change plan at any time which will take effect from the first of the next calendar month. A new contract term is applicable to plan changes. The new contract end date will be either 24 months from the effective date of the plan change, or, the original contract end date, whichever is later. A once off fee applies when changing to a plan with a different maximum speed.

Minimum Term - The minimum contract term is 24 months.

Hardware - Compatible ADSL hardware is required to use the service. Hardware is available for purchase from OntheNet as an optional extra or you may choose to provide your own. You must ensure the hardware chosen is appropriate and adequate for the intended purpose.

Information About Pricing

Monthly Charges - The monthly fee is determined by the plan selected and is billed in advance each month. If the data allocation is exceeded an excess usage fee of \$5.00/GB will apply.

Establishment Fee - The establishment fee is payable prior to the order being processed by OntheNet. For Premium Business ADSL plans the establishment fee is \$99 for new connections, reconnections, relocations and transfers from another provider. For Business ADSL plans the establishment fee is \$99 for new connections, reconnections and relocations, and if transferring ADSL from another provider the establishment fee is \$39.

Speed Change Fee - A once off fee of \$19 applies to change the speed of the service.

Early Termination Fee - If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

If the service is successfully relocated to another address with OntheNet the early termination fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with OntheNet for any reason, including but not limited to, OntheNet being unable to deliver a service at a new location, any applicable early termination fee is payable in full.

Billing - All invoices will be emailed as a PDF attachment. Mailing of paper invoices is available and if requested will attract a \$1.50 surcharge per invoice.

Minimum Total Contract Price - If you take up the \$50 per month Premium Business plan the minimum total contract price over a 24 month contract period is \$1299.

All prices include GST and are shown in AUD.

Premium Business ADSL Plans*		
Maximum Speed (Download/Upload)	Monthly Fee	Data Allocation (counting downloads only)
24/1 Mbps (ADSL2+)	\$50	50GB (\$1.00/GB)
	\$70	150GB (\$0.47/GB)
	\$90	350GB (\$0.26/GB)
	\$150	700GB (\$0.21/GB)
	\$270	Unlimited

Business ADSL Plans		
Maximum Speed (Download/Upload)	Monthly Fee	Data Allocation (counting downloads only)
1500/256 Kbps	\$50	60GB (\$0.83/GB)
	\$70	210GB (\$0.33/GB)
	\$90	360GB (\$0.25/GB)
8000/384 Kbps	\$60	60GB (\$1.00/GB)
	\$80	210GB (\$0.38/GB)
	\$100	360GB (\$0.28/GB)
	\$160	720GB (\$0.22/GB)
512/512 Kbps	\$280	Unlimited
	\$80	210GB (\$0.38/GB)
24/1 Mbps (ADSL2+)	\$130	Unlimited
	\$60	60GB (\$1.00/GB)
	\$80	210GB (\$0.38/GB)
	\$100	360GB (\$0.28/GB)
	\$160	720GB (\$0.22/GB)
	\$280	Unlimited

- *Premium Business ADSL plans are only available in selected exchange areas on the Gold Coast.
- If the data allocation is exceeded an excess usage charge of \$5.00/GB will apply.
- The speed selected is the maximum connection speed. The actual throughput speed may be slower and will vary depending on factors such as the distance between the premises and the telephone exchange, the condition of lead-in cables and in-building wiring, the number of simultaneous users, the user's hardware and software configuration and the source/type of content being downloaded by the user.

Other Information

Usage - Customers can view details of their ADSL service, including data usage, online via the OntheNet Toolbox <http://toolbox.onthenet.com.au>

Customer Service - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation www.onthenet.com.au/contact-us

Complaints and Disputes - If you are dissatisfied with the service you have received and wish to lodge a complaint please email feedback@onthenet.com.au or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website www.onthenet.com.au/policies

Telecommunications Industry Ombudsman (TIO) - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at www.tio.com.au