

Critical Information Summary

- Personal ADSL



For everything internet, trust a local.

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

Information About the Service

Personal ADSL services provide Internet access via ADSL technology which shares the customer's fixed telephone line at a specified address. Personal ADSL is only available in Queensland and Turbo plans are only available in selected exchanges 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 split into peak and off-peak periods. If the data allocation is exceeded the service will be shaped to a slower speed during that period until the next billing anniversary date (no excess usage charges). The service includes a dynamic IP address. A static IP address can be assigned for an additional cost. A single email mailbox is provided with each service and up to four additional mailboxes can be added for no extra cost. All charges must be paid by automatic deduction from a credit card.

A plan change may be requested at any time and will be effective immediately or on the next billing anniversary date, whichever is requested by the customer. A once off fee applies when changing to a plan with a different speed.

There is no change to the contract term when changing between Personal ADSL plans, unless the change is from a non-Xtreme plan to an Xtreme plan, in which case a new contract term will begin. The new contract end date will be either 12 months from the date of the plan change, or the original contract end date, whichever is later.

Minimum Term - The minimum contract term is 12 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 payable in advance each month. If the data allocation for the peak or off-peak period is exceeded the service will be shaped (slowed) to 256Kbps during that period until the next billing anniversary date.

Establishment Fee - The establishment fee is payable prior to the order being processed by OntheNet. For all Personal Turbo ADSL plans the establishment fee is \$99 for new connections, reconnections, relocations and transfers from another provider. For Personal 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 early termination fee is either \$160, or, the balance of the total remaining monthly access fees for the contract term, whichever is less.

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 \$29 per month Personal Turbo ADSL plan, the minimum total contract price over a 12 month contract period is \$447.

All prices include GST and are shown in AUD.

Personal Turbo ADSL Plans*				
Maximum Speed (Download/Upload)	Monthly Fee	Monthly Data Allocation (counting downloads only)		
		Total	Peak 7am-7pm Mon-Fri	Off-peak all other times
24/1 Mbps (ADSL2+)	\$29	60GB (\$0.48/GB)	20GB	40GB
	\$39	120GB (\$0.33/GB)	40GB	80GB
	\$49	480GB (\$0.10/GB)	160GB	320GB
	\$59	640GB (\$0.09/GB)	240GB	400GB
	\$69	800GB (\$0.09/GB)	320GB	480GB
	\$99	1280GB (\$0.08/GB)	560GB	720GB

Personal Turbo ADSL Xtreme Plans*				
Maximum Speed (Download/Upload)	Monthly Fee	Data Allocation (counting downloads & uploads)		
		Total	Peak 6am to midnight	Off-peak Midnight to 6am
24/1 Mbps (ADSL2+)	\$49	1100GB (\$0.04/GB)	300GB	800GB
	\$59	Unlimited	300GB	Unlimited

Personal ADSL Plans				
Maximum Speed (Download/Upload)	Monthly Fee	Monthly Data Allocation (counting downloads only)		
		Total	Peak 7am-7pm Mon-Fri	Off-peak all other times
1500/256 Kbps	\$39	80GB (\$0.49/GB)	30GB	50GB
	\$49	180GB (\$0.27/GB)	60GB	120GB
8000/384 Kbps	\$59	240GB (\$0.25/GB)	60GB	180GB
	\$69	360GB (\$0.19/GB)	120GB	240GB
	\$79	480GB (\$0.16/GB)	180GB	300GB
24/1 Mbps (ADSL2+)	\$59	240GB (\$0.25/GB)	60GB	180GB
	\$69	360GB (\$0.19/GB)	120GB	240GB
	\$79	480GB (\$0.16/GB)	180GB	300GB

Personal ADSL Xtreme Plans				
Maximum Speed (Download/Upload)	Monthly Fee	Data Allocation (counting downloads & uploads)		
		Total	Peak 6am to midnight	Off-peak Midnight to 6am
8000/384 Kbps	\$69	700GB (\$0.10/GB)	200GB	500GB
24/1 Mbps (ADSL2+)	\$69	700GB (\$0.10/GB)	200GB	500GB

- *Turbo plans are only available in selected exchange areas on the Gold Coast.
- If the data allocation for the peak or off-peak period is exceeded the service will be shaped (slowed) to 256Kbps during that period until the next billing anniversary date.
- 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