



For everything internet, trust a local.

Critical Information Summary - Business and Premium Business SHDSL

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

Information About the Service

OntheNet provides the customer with Internet access via SHDSL Broadband technology to a specified address. The service is delivered via the main distribution frame (MDF) in the building to the socket. An existing telephone service is not required, as the SHDSL service operates over dedicated copper lines provided as part of the service. Greater distances from the telephone exchange require more lines working together to achieve higher speeds. All speeds quoted are maximum theoretical speeds. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases.

Business Broadband SHDSL services are available Australia wide. Premium Business SHDSL Broadband services are available in Queensland only. Some locations may not be able to get a service at all due to technical restrictions. Delivery and completion of the service is dependent on availability of copper pairs, lead-in and in-building cabling. Any additional in-building cabling requirements and costs are the customer's responsibility.

This product is not required to be bundled with any other OntheNet product. A single static IP address is included and a Service Level Agreement (SLA) is provided. The Customer will be given access to after hours Technical Support via a pager number. A monthly access fee is charged, which includes a monthly data allocation. If the included data allocation is exceeded an additional excess usage fee will apply.

Customers may request to change plan at any time. The change to billing and data allocation will take effect from the first of the next calendar month. A new contract term will take effect from the date of the plan change. The new contract end date will be either 24 months from the date of the plan change, or, the original contract end date, whichever is later. There is no cost to change from one plan to another of the same plan type and speed, other than the new monthly access fee. To change the speed of the service usually requires installation of a new service, a service qualification, additional lines and possibly new hardware.

Minimum Term - The minimum contract term is 24 months.

Hardware - Compatible SHDSL hardware is required to use the service. Hardware is available for purchase from OntheNet as an optional extra.

Information About Pricing

Monthly Charges - The monthly fee is determined by the plan selected and is billed in advance each month.

Business SHDSL Broadband Plans		
Maximum Speed (Download/Upload Kbps)	Monthly Access Fee	Total Included Data Allocation (counting downloads only)
1024/1024	POA	POA
1500/1500	POA	POA
2048/2048	POA	POA

If you use more than the included monthly data allocation an additional excess usage fee of \$40/GB will apply. Full details of plans and speeds available are POA.

Premium Business SHDSL Broadband Plans		
Maximum Speed (Download/Upload Kbps)	Monthly Access Fee	Total Included Data Allocation (counting downloads only)
2312/2312	From \$99	From 10GB
4624/4624	From \$199	From 10GB

If you use more than the included monthly data allocation an additional excess usage fee of \$40/GB will apply. Full details of plans and speeds available are POA.





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Establishment Fee - Business SHDSL Broadband establishment fee is POA. Premium Business SHDSL Broadband is \$0 on a 24 month contract term.

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.

Relocation of the service to a new address does not release the customer from an obligation to pay any applicable early termination fee, unless approved in writing by OntheNet. 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.

All prices include GST and are shown in AUD.

Other Information

Usage - Customers can view details of their SHDSL Broadband 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