



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCom ADSL2+ offers fast speed internet access with a static IP address and a monthly included data allowance. The service is delivered via the Telstra network. You must have a dedicated phone line for this service to work. The monthly access includes phone line rental.

HARDWARE REQUIREMENTS

You will need a suitable modem/router for this service to work. The monthly access fee does not include the cost of the modem/router. Please contact our Customer Service Team if you require assistance and for further information.

SERVICE AVAILABILITY

The service may not be available in all areas and some premises due to technical or commercial reasons. Connection speeds of up to 20Mbps download and 1Mbps upload are available at selected exchanges where ADSL2+ is available. Please contact our Customer Service Team to check if the service can be delivered at your premises.

IMPORTANT CONDITIONS REGARDING SPEED

.Actual speeds you receive may vary due to a number of factors such as distance from the exchange, the network connectivity to the exchange, your equipment and internal wiring, software and internet traffic. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.

MINIMUM TERM

Minimum term is 1 month.

CONNECTION CHARGES

There is a one-off connection charge of \$99 for the ADSL service. As the service is bundled with a PSTN line, standard PSTN connection charges apply for new installations where there is no active service in place.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

BUSINESS BROADBAND ADSL2+ / PSTN	ADSL2+ BIZ79
ACCESS FEE PER SERVICE	\$79 per Month
INCLUDED DATA	Unlimited
LOCAL CALLS	16c per Call
NATIONAL CALLS	8c per Minute
MOBILE CALLS	20c per Minute
CALLS TO 13/1300	35c per Call

Timed Calls are quoted in per minute rates and charged in one second increments.

MINIMUM TOTAL COST

Minimum total cost is \$178 including connection charges.

CALLS to INTERNATIONAL NUMBERS

Calls to international numbers are charged according to the country being dialled. For all international call rates please visit our website or contact our Customer Service Team on **1300 000 300**.

EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit www.businesscom.com.au

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 300**.

BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.40. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.businesscom.com.au/complimentsandcomplaints

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.