

ADSL2+ Broadband



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **ADSL2+ Broadband** plan.

It covers things like the length of your contract and how much you need to pay each month.

MINIMUM TERM

The minimum term is **12 months**.

What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance will depend on the plan you choose:

Monthly Plan	Allowance
Giant	50GB
Extreme	100GB
Monster	250GB
T ^* æ	500GB
Ultimate	Unlimited

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Once you have reached your usage allowance, the speed of your service will slow to 256kbps.

Information about pricing.

Your minimum monthly charge will depend on the plan you choose:

Monthly Plan	Cost
Giant	\$69.95
Extreme	\$74.95
Monster	\$79.95
Mega	\$84.95
Ultimate	\$94.95

The total minimum amount that you will pay will depend on the plan you choose and the length of your contract:

Monthly Plan	Total Cost (12 months)
Giant	\$839.40
Extreme	\$899.40
Monster	\$959.40
Mega	\$1019.40
Ultimate	\$1139.40

Got any Questions?

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$199**.

Other Information

AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

BUNDLE DISCOUNTS

If both, the ADSL2+ Business Broadband connection and the PSTN line it is connected over are on the same Roctel account, you will receive a **\$20 Bundle Discount** on your bill each month. ADSL2+ connection needs to be within 'Zone 1' to qualify.

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working business ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

 **1800 ROCTEL (762835)**

 **info@roctel.com.au**

 **roctel.com.au**

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Other Information

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on **1800 762 835** so we can serve you better. Or you can visit us at <http://www.roctel.com.au> for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.roctel.com.au>

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** at <http://www.tio.com.au/>

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