

ADSL Plans – Critical Information Summary

Information about the Service:

UnifiedNet™ ADSL is a fixed internet service that delivers high speed Internet access nationwide direct from our own internet access networks.

ADSL2+ and Off-Net ADSL operates over an active PSTN phone line. Your service address must have an active phone line in place. You can churn an active PSTN to UnifiedNet™ for \$33.00 Inc GST per month. Please refer to PSTN Plans – CIS for more information.

Naked ADSL2+ does not require a PSTN phone line to be operated.

Minimum Term:

UnifiedNet™ ADSL is supplied on either 12 months or 24 months contract term.

UnifiedNet™ ADSL Includes:

- Unlimited monthly data allowances. Our Acceptable Usage Policy applies
- \$0 Activation Fee on 24 months contract term. Activation Fee applies on 12 months contract term
- Modem/Router Options & Cost: Bring your own compatible Modem/Router or get UnifiedNet™ Managed Modem/Router
- Managed Modem/Router Cost:
 - 12 Months Contract Term – \$11 per month for Standard Modem/Router or \$22 per month for Premium Modem/Router
 - 24 Months Contract Term – \$5.50 per month for Standard Modem/Router or \$11 per month for Premium Modem/Router
- Self-Install require otherwise \$330 Onsite-Install fee applies
- \$11 delivery fee applies for all hardware delivery
- All rates are inclusive of GST

ADSL Availability:

UnifiedNet™ ADSL is available at enabled exchange areas and subject to infrastructure availability at customer's premises.

Please check availability online www.unifiednet.com.au or by calling 1300 130 111 or by emailing us your service address to sales@unifiednet.com.au.

ADSL Speed:

ADSL speeds will vary depending on factors including but not limited to:

- the distance from the local exchange
- the quality of the copper cable infrastructure in your area,
- Internet traffic, and your hardware and software.
- ADSL download speeds can be typically from 1.5Mbps to 24Mbps.
- ADSL upload is up to 1Mbps
- devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

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Information about Pricing:

ADSL Plans:

Service Type	ADSL2+	Naked ADSL2+	Off-Net ADSL
PSTN Line Required	Yes	No	Yes
Monthly Charge	\$49.50	\$71.50	\$99.00
Total Minimum Cost on 12 Months	\$704.00	\$968.00	\$1,298.00
Total Minimum Cost on 24 Months	\$1,188.00	\$1,716.00	\$2,376.00
Data Allowance	Unlimited	Unlimited	Unlimited

*Total Minimum Cost on 12 Months Contract includes \$110 Activation Fee.

Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access fee multiplied by the number of months remaining on the contract term.

Usage Information:

If you need to obtain your usage information, please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care:

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

Complaints Handling:

If you have a dispute with and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager

Email: compliance@unifiednet.com.au

Mail: PO Box A2233 Sydney South NSW 1235

Further Options:

If you are not satisfied with our handling of your complaint and you have escalated this within UnifiedNet™, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Telephone: 1800 062 058).