

Everyday ADSL2+Plans



CRITICAL INFORMATION SUMMARY

Information about the Service

QTelecom can provide ADSL2+ broadband services to customers nationwide.

All ADSL plans are provided as Internet Grade “Best Efforts” services. Speeds are shown in downstream/upstream format and are theoretical maximum speeds. Actual speeds may be less due to factors including network configuration, line quality & length, exchange type, customer premises interference, traffic and equipment. More information can be found on our website at www.qtelecom.com.au/service-speed-rating/

Bundling

You can bundle your telephone service (for \$29.95 per month) with the majority of these plans and receive a discount on the Internet component for doing so. You can transfer your phone service from another provider at no cost. Please contact us if you would like to bundle your phone line with us.

Requirements for ADSL2+

You will require an active phone line for broadband to be connected; you may choose to keep your existing phone provider or transfer to QTelecom allowing you to benefit from bundling phone and Internet together. A modem is required for ADSL2+ connections, bring your own or purchase one from us and we will post it to you fully configured and ready to connect.

Minimum Terms

All ADSL2+ services are available on a no contract month to month arrangement. All new ADSL connections have a setup fee of \$110.00 deferred and waived if the service is connected on a 12 month commitment.

Information about Pricing

Monthly Charges

| ADSL2+ | Included Data | Monthly Charge | Total Minimum Price |
|------------------|---------------|--------------------------|---------------------|
| Everyday Starter | 100 GB | \$79.00 (\$0.78 per GB) | \$189.00 |
| Everyday Value | 250 GB | \$89.00 (\$0.36 per GB) | \$199.95 |
| Everyday Bonus | 500 GB | \$99.00 (\$0.19 per GB) | \$209.00 |
| Everyday Extreme | 1000 GB | \$125.00 (\$0.13 per GB) | \$235.00 |

The total minimum price includes the setup fee (\$110.00) plus one month of monthly plan cost.

All prices Inc GST

 **1300 857 863**

 **sales@qtelecom.com.au**

 **www.qtelecom.com.au**

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| ADSL Service Charges | Description |
|---|----------------|
| Transfer (Churn) an existing ADSL Service to QTelecom | Free |
| ADSL Line Speed Change | Free |
| Relocate any Existing QTelecom ADSL Service | \$99 |
| Static IP Address (Per Address) | \$10 per month |
| Netcomm NB604N Modem Router Ethernet (4 port) & Wi-Fi | \$149 |
| Modem Postage | Free |

Excess Usage

Both uploads and downloads count towards your monthly included data allowance. There are no excess charges if you go over your monthly plan allowance of data, instead your data traffic will be slowed down to 256Kbps.

Cancellation Fees

If you cancel your ADSL2+ service within 12 months of connecting, you will be required to pay the initial setup fee of \$110.00 - billed as an Early Termination Fee.

Other Information

Usage Information

QTelecom customers can obtain account information and usage from our Account Toolbox via our website at <http://myaccount.qtelecom.com.au/>

Customer Service Contact

You can contact our QTelecom Customer Support representatives for billing, sales or support via email at support@qtelecom.com.au; or telephone on **1300 857 863**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing via email to opsman@qtelecom.com.au

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint

This document is a summary only, for our Full Terms and Conditions and plan information please visit our website at www.qtelecom.com.au

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