

## Critical Information Summary

Plan	DSL-50	DSL-100	DSL-250	DSL-Unlimited
Monthly included allowance	50GB	100GB	250GB	Unlimited
Minimum monthly charge (12 Months)	\$ 64.95	\$ 69.95	\$ 74.95	\$ 79.95
Minimum charge for entire term (12 Months)	\$ 878.40	\$ 938.40	\$ 998.40	\$ 1,058.40
Minimum monthly charge (24 Months)	\$ 64.95	\$ 69.95	\$ 74.95	\$ 79.95
Minimum charge for entire term (24 Months)	\$ 1,558.80	\$ 1,678.80	\$ 1,798.80	\$ 1,918.80

All Prices quoted are exclusive of GST

### Information about the service

#### The Service:

Our Residential DSL post-paid service offers fast speed internet access with a dynamic IP address and a monthly included data allowance. You can choose to have your speed reduced (shaped) to 256kbps once you use up all of your included allowance or you can continue using the service at the same speed and pay excess data charges.

#### Bundling:

You must have a dedicated phone line for this service to work. The monthly charge does not include phone line rental but we can provide a service that includes phone line rental at an additional cost. Please contact us for further information.

#### Mandatory components:

You will need a modem/router for this service to work. The monthly charge does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information.

#### Minimum term:

The service is available with a minimum term of 12 months. There is also a 24 month option.

#### Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Connection speeds of up to 20Mbps/1Mbps are available at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps at all remaining ADSL enabled exchanges. Fast churn fee of \$49.50 (inc GST) applies for services churned from any provider who participates in the DSL/SSS transfer scheme.

All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

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, software, and internet traffic.

### Information about pricing

#### Minimum monthly charge:

Please refer to the table above for pricing information.

#### Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

#### 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.

#### Early termination charges:

If you cancel your service prior to the end of your contract term you will incur an Early Termination Fee of \$300 (ex GST) for a 12 month contract or an Early Termination Fee of \$400 (inc GST) for a 24 month contract.

#### Unit Pricing Information:

Please refer to table below for unit pricing information.

# Residential DSL



## Unit Pricing Information:

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Excess data charges (when service is not speed-shaped) <i>price includes GST</i>	\$ 5.00 / GB	\$ 5.00 / GB	\$ 5.00 / GB	NIL

- Excess charges in 1 Mb increments

## Other information

### Usage information:

You can monitor your usage at [www.carboncomms.com.au](http://www.carboncomms.com.au)

### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1800 10 10 50 or by sending an email to [hello@carboncomms.com.au](mailto:hello@carboncomms.com.au) if you have any questions, would like to give feedback or complain.

### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of July 2018.

# 1800 10 10 50

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