



## Critical Information Summaries

### ADSL2+ 500G Internet Plan.

#### 1- INFORMATION ABOUT THE SERVICE

##### A - Description of the Service

This is a Fixed Broadband Service and provides a 500GB Data Allowance per month for use in Australia which supplied using our ADSL2+ network.

##### B - Minimum Term

This is a 24 month contract plan if you are a new customer. Please see Minimum Total Cost applicable for the plan in the Information about pricing section. Early termination fees apply.

##### C - Availability

The broadband service offered will be determined by what is available at your location. The services offered are Cable ADSL2+. There may also be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability, please contact our customer support centre on 1300 881 482

##### D - Equipment needs

You need a compatible broadband modem to use this service. The modem must be a TexcelTel approved device. If you are a new broadband customer we will provide you with a preconfigured WiFi modem included in the installation cost. Please ensure you inform us if you use equipment such as disability or medical services or back-to-base alarm. Some equipment may require an alternative service or additional equipment. We will tell you if we are not able to support the equipment.

##### E – Acceptable Use

TexcelTel Internet Acceptable Use policy sets out the rules and guidelines relating to your use of the Internet. The policy is intended to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to “unreasonable” and “unacceptable” uses of this plan. For further details go to [texceltel.com/acceptableuse](http://texceltel.com/acceptableuse).

#### 2- INFORMATION ABOUT PRICING

##### A - Minimum monthly charge

\$99.95 per month.

##### B - Usage fees

Monthly Data Allowance	500 Gigabytes (Speed will be shaped to 512kbs once download limit reached)
Speed	20,000kbs/1000 Kbs (Theoretical Speed) (Practical speed depending on distance from local exchange and local cable quality)
New ADSL line Installation Fee +	\$198.00

Preconfigured ADSL2+ WIFI router	
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**C - Early Termination Fee**

The early termination fee for this plan is \$179.00.

**D - Plan changes**

You can upgrade your plan to a higher download limit plan during your contract term at no cost. Contact Customer Service number 1300 881 482 if you would like further information.

**3- OTHER INFORMATION**

**A - Tracking your spend**

We'll provide you with email usage alerts once you've reached approximately 70% and 100% of your broadband Data Allowance. You can also monitor your unbilled data usage by visiting My Account at [texceltel.com/myaccount](http://texceltel.com/myaccount).

**B - Customer Service**

You can call 1300 881 482 for assistance on your account balance, usage status, payment details and other information at any time. For other assistance and account information, see [texceltel.com/contactus](http://texceltel.com/contactus).

**C - Customer complaints**

You can contact our complaint resolution area by calling us on 1300 881 482. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.