

## CRITICAL INFORMATION SUMMARY

### Australia On Line Unlimited ADSL1/2+

This summary gives you the important information you need to know about your Australia On Line Residential ADSL plan. It covers things like the length of your contract, billing, what's included and what's not.

#### Service availability

This service is not available in all areas. Acceptance of your order is not a guarantee that the service is available at your location. In the event that further qualification checks conclude that we cannot supply the service we will cancel your order and refund any fees you've paid in connection with your order. ADSL2+ will be provided where it is available and provides the best performance, otherwise ADSL1 will be provided.

#### Minimum term

12 month minimum term at install address.

#### Data allowance

Unlimited uploads and downloads.

#### WHAT'S INCLUDED

- Unlimited data.
- 20 email @ozonline.com.au or @australiaonline.net.au email addresses.
- Virus scanning of incoming emails.
- Optional free anti-spam scanning.

#### WHAT'S NOT INCLUDED

- Static IP address is available for \$5/month

#### INSTALLATION

If you're not the owner of the property where the service is to be installed, you must obtain the owner's consent to the installation of the nbn™ equipment, including its location.

#### Setup Fee

\$49 once off.

#### INFORMATION ABOUT PRICING MONTHLY CHARGE

Your plan is :-

- \$59 per month in Zone 1 (Metro) exchanges; and
- \$79 per month in Zone2/3 (Regional).

#### BROADBAND SPEEDS

The best possible ADSL or ADSL2+ performance will be provided.

ADSL2+ maximum theoretical speed is 24Mbps down and 1Mbps up.

ADSL speed is constrained by the quality of the available phone line and distance from the broadband carrier equipment, which is located in either the exchange or the roadside box (RIM).

ADSL2+ will be provided where ADSL2+ ports are available and where the distance of the copper line is such that the service is likely to be more than 8Mbps, otherwise ADSL1 will be provided.

Actual speeds may be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Australia On Line.

Download speeds on devices connected via Wi-Fi router or network extender may be slower than on devices connected by Ethernet cable.

#### TOTAL MINIMUM PLAN COSTS

The total minimum amount you'll pay is \$808.88 in metro areas (Zone1) over 12 months or \$1,048.88 over 12 months in regional (Zone 2 or 3) areas.

#### SERVICE PRE-REQUISITE

ADSL or ADSL2+ requires an active phone service with an active phone number. If the phone service is disconnected for any reason then the ADSL service is automatically disconnected by the Carrier and reconnection will be required.

#### EQUIPMENT

The service requires an ADSL2+ capable modem.

#### USAGE HISTORY

To track your usage sign in to

<http://usage.australiaonline.net.au>

If you have a query about your usage, please send an email to [support@australiaonline.net.au](mailto:support@australiaonline.net.au) with your query.

#### BILLING HISTORY

To review your billing, sign in to

<http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to [accounts@australiaonline.net.au](mailto:accounts@australiaonline.net.au) detailing your concern.

#### BILLING

You'll be billed in advance for the minimum monthly charge and the call charges from the previous calendar month on the third Victorian business day each month.

## CRITICAL INFORMATION SUMMARY

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding.

29c processing fee applies to credit card transactions.

### SERVICE CANCELLATION

To cancel the service, please send an email to [disconnect@australiaonline.net.au](mailto:disconnect@australiaonline.net.au) specifying :-

- The service's phone number
- The address where the service is located.
- Your name
- Your date of birth
- The date you wish the service to be disconnected

Please give 7 days notice of prior to your preferred disconnection date.

Be aware that access fees are non-refundable.

An acknowledgement email will be sent to you in reply which will include a cancellation receipt number. If you do not receive a confirmation email then Australia On Line has not received your cancellation notification and you will need to contact Australia On Line directly on 1300 650 661 to ensure cancellation occurs.

Be aware that Australia On Line cannot be held responsible for the refund of access fees where we have not acknowledged receipt of a cancellation.

### PERSONAL USE

This service is intended for personal, domestic or residential use. You may use this service for commercial purposes but be aware the service is not guaranteed to be interruption free and you may be restricted in the operation of commercial services such as Web servers or email servers on this service.

### WARRANTY

This service is not guaranteed to be interruption or error free.

The liability of Australia On Line Pty Ltd in respect of this service is limited to resupply of the service or the refund of fees paid for the period of service failure.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

### WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

### COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at [management@australiaonline.net.au](mailto:management@australiaonline.net.au)

### FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at;

<http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf>