

## ADSL2+ Broadband

### Information about the service

The Home Bundle is an ADSL2+ fixed-line Broadband and Home Phone service. This service is only available for residential customers for residential use.

#### Services & Availability

ADSL2+ is not available in all areas. Use our online Coverage Checker to see if your area is enabled for our broadband services.

#### Equipment Required

Customers need a compatible ADSL2+ broadband modem and telephone handset to use this service.

#### Minimum Term

ADSL Bundles plans are available on either a no lock-in contract (\$169.00 activation), 12-month contract (\$59.99 activation) or on a 24-month contract (\$0 activation).

#### ADSL2+ Speeds

ADSL2+ speeds will vary depending on factors including but not limited:

- the distance from the local exchange
  - the quality of the copper cable infrastructure in your area,
  - Internet traffic, and your hardware and software.
- ADSL2+ download speeds can be typically from 1.5Mbps to 20Mbps Fibre2air cannot guarantee any specific speeds.

### Information about Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly charge	Total Min. Cost (No Lock-in Contract)	Total Min. Cost (12 months Contract)	Total Min. Cost (24 months Contract)	Unit Cost 1GB of data included in plan
ADSL2+ 200	200GB	\$55.00	\$224.00	\$719.99	\$1,320.00	\$0.27
ADSL2+ Unlimited	Unlimited	\$65.00	\$234.00	\$839.99	\$1,560.00	N/A

If you exceed your data quota, the service speed will be limited to 256kbps until the end of your billing month.

### Home Phone

Phone Package	PayG \$0	National Package \$10.00	Unlimited Package \$20.00
Local Calls	20 Cents Per call	Unlimited	Unlimited
National Calls	20 Cents Per min	Unlimited	Unlimited
Mobile Calls	30 Cents Per min	30 Cents Per min	Unlimited
13/1300 Calls	44 Cents Per call	44 Cents Per call	44 Cents Per call
International Calls	Please see rates card	Please see rates card	Please see rates card

- Timed calls are billed in 60-second increments.

### Upfront Activation Charges

The below activation fee is applicable when signing up to an ADSL2+ Plan.

No Lock-in Contract	12 Month Contract	24 Month Contract
\$169.00	\$59.99	\$0.00

- Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

### Upfront Hardware Charges

Product	Hardware Price	Postage Charges
Standard - Netcomm NF10WV	\$ 69.99	\$14.95
Advanced - Netcomm NF18ACV	\$119.99	\$14.95

- The hardware provided will auto-configure with the Fibre2air network once the service is activated and the device is connected.

### Connection Charges

A connection fee may apply to connect your home phone service if the service.

- Existing telephone line without a technician visit \$59
- Existing telephone line with a technician visit \$125
- New telephone line connection \$299 with a technician visit and cabling work

### NBN™ Upgrade Information

Fibre2air commit to you that if the NBN™ service becomes available in your area, and you would like to migrate over to using our NBN™ services, we will help you do this with no contract break fees. In some cases, you can keep using the modem/router hardware that you right now. If it's not NBN™ service ready, a purchase order for a suitable modem/router can be made through our Residential Sales Team.

### Priority Assistance

If you have a diagnosed life-threatening medical condition your current provider may offer you 'Priority Assistance'. Fibre2air does not provide priority assistance and this service does not come with priority assistance.

### Early Termination Charges

Contract	Fees
No Lock-in Contract	\$0
12 Month Contract	Upto \$250
24 Month Contract	Upto \$350

### Other Information

#### Usage Information

To check your current usage levels. login to 'My Account' at [www.fibre2air.com.au/myaccount](http://www.fibre2air.com.au/myaccount) or download the fibre2air mobile app.

#### Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and 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.

#### Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

#### Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

#### Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to [fibre2air.com.au/payments](http://fibre2air.com.au/payments) or contact us.

#### We're here to help

Please visit [fibre2air.com.au/contact](http://fibre2air.com.au/contact) if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

#### Complaint or Disputes

If you have a problem or complaint about your service go to [fibre2air.com.au/complaints](http://fibre2air.com.au/complaints) where you will find full contact details and information about how to resolve it.

#### 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 online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us).