

# NET2000 PTY LTD

## CRITICAL INFORMATION SUMMARY

### Premium ADSL2+ Plan

#### *Information about the Service*

This service is a high-speed ADSL broadband internet access delivered over your standard telephone line.

#### *Minimum Term*

12 months with \$129 setup fee or 24 months with no setup fee.

#### *Included Data*

This broadband plan has no excess data plan, you may use as much as you like. However it is subjected to fair use policy to ensure the overall high quality standard of service. While we do not shape a user to a fixed low speed we deploy QOS system (Quality of Service) to manage the traffic flows in a manner that all users have fair access to bandwidth and receive quality service at any given time.

#### *Equipment Requirement*

You will require an ADSL2+ modem/router for this service. The monthly fee does not include the cost for a modem/router or telephone service but you may purchase an ADSL2+ router modem from us at an additional cost. Please contact us on 0397380005 for further information.

#### *Service Availability*

This service is not available in all area. Please call us to find out if you can be connected to this service at your location, in some case we may not able to offer ADSL2+ but slower ADSL up to 8Mbps/256K may be available. Various factors may affect the speed of your service including the quality of the telephone line, distance of your premise to the exchange or application/device/computer you are using. This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

#### **Information About Pricing**

*Plan information:*

Contract Term	Min Monthly Charge	Max Monthly Charge	Excess Charge	Setup Fee	Tot Min Cost	Cost of 1M of data	Tot Max Cost
12 months	\$69.95	\$69.95	N/A	\$129	\$968.40	N/A	\$968.40
24 months	\$69.95	\$69.95	N/A	\$0	\$1678.80	N/A	\$1678.80

*Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

**Other Information**

*Usage information:*

You can monitor your usage at [www.net2000.com.au](http://www.net2000.com.au) or by calling us on (03) 9738 0005.

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 0397380005 or by sending an email to [support@net2000.com.au](mailto:support@net2000.com.au) if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

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