



IDXNET COMPUTINGP/L
ABN 84 070 515 481
Tel 1300 138 788
PO Box W60 Fairfield West 2165

CRITICAL INFORMATION SUMMARY

Product : ADSL2B-100 - ADSL2+ BUNDLED 100 GB download

INFORMATION ABOUT THE SERVICE

ADSL2+ has a maximum speed of 20Mbits/sec download and 800Kbits/sec upload. The maximum speed is very rarely achieved and in most instances the speed achieved will be between 1.5Mbits/sec to 10Mbits/sec.

This service is bundled with the phone line and has a 100 GB download allowance per month. Excess charge is \$4/Gb.

This service does not include free phone calls.

This service is available in two Zone areas. Zone 1 areas are telephone exchanges mainly located in metropolitan areas and Zone 2 are in regional areas. Zone areas are determined during the service qualification of the phone line.

Mandatory Component of the Service

ADSL2+ modem must be purchased by the customer. IDXNET can supply the modem but the modem can also be purchased anywhere as long as it is a certified ADSL2+ modem. Limited support is provided on some third party modems.

Minimum Term of the service

This service has a minimum period of 12 months. The activation date of the service is when the service starts.

What is Included

Phone line rental is included.

This service includes a download allowance of 100 GB per month. This download can be used anytime during the 24 hour period, no peak or off-peak hours.

Important Conditions, limitations, restrictions and qualifications

The phone line can not be transferred to another service provider by the customer during the minimum period of the service.

If the phone line is transferred during this time, then the customer is liable for an early termination fee of \$110.

If the customer wants to reconnect the service after it is disconnected, then the customer must pay the line activation fee of \$110 and the service is restarted again for the minimum term.

This service can only be activated as a transfer from an active phone line from another service provider.

Please see the additional service conditions for this service on our website
http://www.idx.com.au/Price_ADSL_2Plus.php.

Information About Pricing

Minimum Monthly Charge

\$89.95 / month for Zone 1 areas.

\$94.95 /month for Zone 2 areas.

Zoning is determined during service qualification.

Initial Cost of \$110.00 is charged for line activation.

Calls and other costs are:

- * Local call 18 cents
- * National call 11 cents/min to any Australian number outside of the local area
- * Mobile call 33 cents/min to any Australian mobile number
- * 13 or 1300 calls 25 cents per call
- * Voice mail 5.50/month
- * Call ID display 5.50/month
- * Silent number 3.30/month
- * Business Directory listing 5.50/month
- * International rates are available at www.idx.com.au/forms/ADSL2B_International_Call_Rates.pdf
- * All calls are billed per second with no flagfall or minimum charge

Maximum Monthly Charge

The maximum charge is dependent on the excess charge of \$4/Gb and the call usage.

Maximum Charge payable for Early Termination

\$110.00

Cost of 1MB within Australia

\$0.0008995 is the cost of 1MB data within Australia (Zone 1).

\$0.0009495 is the cost of 1MB data within Australia (Zone 2).

Other Information

Data Usage Information

To obtain data usage information on this service, please go to our website www.idx.com.au and click on "MY ACCOUNT".

Customer Service Contact Details

1300 138 788 (Sydney local 02 80047131) Hours M-F 9am – 6pm Sat 9am-6pm

Customer Complaints and TIO

Customers are encouraged to contact IDXNET initially for any issues or complaints. Our complaints handling policy can be found on <http://www.idx.com.au/terms.php>. If the customer is not satisfied with the result of the handling of the complaints or dispute, then the customer can call the Telecommunication Industry Ombudsman (TIO) for assistance. The TIO website is www.tio.com.au and the contact number is 1800 062058.