



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

## **CRITICAL INFORMATION SUMMARY**

### **Product : ADSL2-10 ADSL2+ 10GB 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 has a 10 GB download allowance per month and excess charge is \$4/Gb.

This product does not require bundling with any other product.

In areas where ADSL2+ service is not available, then ADSL1 service may be offered.

#### **Mandatory Component of the Service**

This service requires an active phone line. The phone line rental is a separate cost and it can be sourced from IDXNET or any third party service provider. If sourced from IDXNET, then the bundled service must be taken.

Also, an ADSL2+ modem must be purchased by the customer. IDXNET can supply the modem but it 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**

This service includes a download allowance of 10 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 must remain active on the duration of the minimum period. If it is disconnected 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.

Please see the additional service conditions for this service on our website  
[http://www.idx.com.au/Price\\_ADSL\\_2Plus.php](http://www.idx.com.au/Price_ADSL_2Plus.php).

### **Information About Pricing**

#### **Minimum Monthly Charge**

\$49.95 / month.

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

### **Maximum Monthly Charge**

Maximum monthly charge is dependent on excess charge of \$4/Gb.

### **Maximum Charge payable for Early Termination**

\$110.00

### **Cost of 1MB within Australia**

\$0.004995 is the cost of 1MB data within Australia.

### **Other Information**

#### **Data Usage Information**

To obtain data usage information on this service, please go to our website [www.idx.com.au](http://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](http://www.tio.com.au) and the contact number is 1800 062058.