

ADSL & ADSL2+ Broadband & Line Rental



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **Diamond 500GB** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

MINIMUM TERM

The minimum term is **12 months**.

What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**
- **Line Rental**

Your monthly Broadband Allowance is **500GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes.

Information about pricing.

Your minimum monthly charge is **\$120.00**.

The minimum amount you'll pay is **\$1440.00** over 12 months.

The cost for 1 MB of data included in this plan is \$0.0002

Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$121**.

All prices Inc GST

 **1300 651 350**

 **info@candour.com.au**

 **www.candour.com.au**

Other Information

AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

BILLING

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

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 651 350** so we can serve you better. Or you can visit us at www.candour.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.candour.com.au

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

