

SHDSL Business Broadband (Lite)



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **SHDSL Business Broadband (Lite)** 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 Synchronous High Speed Data Subscriber Link internet service. It gives you access to our network and allows you to download and upload data

MINIMUM TERM

The minimum term is **24 months**.

What's Included and Excluded?

Your SHDSL service includes:

- **Static IP Address**

You receive an **Unlimited Data Allowance** each month. There are no peak or off peak restriction on your use and no excess usage charges.

Information about pricing.

The monthly charge depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1*
1Mbps	\$460
2Mbps	\$530
4Mbps	\$660
10Mbps	\$1,060

*For access to zones 2 & 3 please contact us for pricing.

The total minimum amount that you will pay for the length of your 24 month contract depends on the plan that you choose:

Access Speed	Zone 1*
1Mbps	\$11,040
2Mbps	\$12,720
4Mbps	\$15,840
10Mbps	\$25,440

*For access to zones 2 & 3 please contact us for pricing.

You may change your plan once per month. There is no charge to upgrade your access speed (i.e. 2Mbps to 4Mbps) however there is a charge to downgrade your access speed (i.e. 4Mbps to 2Mbps) of **\$357.50**.

CONNECTION CHARGE

The connection fee is dependent on the access speed and is a one off payment. This is for connection scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote.

Access Speed	Installation Fee
1Mb / 1Mb	\$320
2Mb / 2Mb	\$320
4Mb / 4Mb	\$640
10Mb / 10Mb	\$960

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

Other Information

AVAILABILITY

SHDSL is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get SHDSL, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work.

ETHERNET 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.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf.

All prices Inc GST

 **1300 651 350**

 **info@candour.com.au**

 **www.candour.com.au**

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Other Information

BILLING

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

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