



# Small Business Broadband

## with Phone Line Rental & ExeChat Mobile (Regional)

### Information About The Service

Exetel's ADSL2+ Small Business (SMB) Broadband bundle with Phone Line Rental & Unlimited National + Mobile Call Pack service delivers high-speed broadband over the Telstra Wholesale Network and includes Unlimited Number of Untimed Calls to Local 13/1300, Standard National and Australian Mobile Numbers.

### Mandatory Component of the Service

The purchase of a Phone Line and the associated Line Rental charge is a mandatory component of the Broadband Service. Exetel supplies to you which cannot be separated from the service. The cost of the Phone Line Rental is included in the Monthly Plan Charge. If the Long Distance voice call service associated with the Exetel provided phone service is preselected to another carrier other than Exetel; a \$10.00 (including GST) surcharge will apply to your account.

### Minimum Contract Term

12 Months.

### Limitations/Qualifications for the Service

Exetel's SMB Broadband Bundle may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Exetel website to check your service availability or contact our SMB Sales Team on **1300 393 835** and select **Option 2**.

### Information About Pricing

#### Broadband Line Activation Charge

A once off broadband line activation charge of \$99.99 applies to users who are activating a new broadband service with Exetel. A charge of \$59.99 will apply to users with an active broadband service moving their existing service to Exetel.

#### New Phone Line Connection Charges

Depending on the type of connection (or reconnection) and the type of work required to connect the Exetel Home Phone Service, Exetel will apply one of the following connection charges. The criteria for charging is based on the work that Exetel's supplier determines is required to connect your Exetel Home Phone Service. This will depend on whether a Phone Service has previously been connected at your premises, whether a technician is required to attend the premises and whether any cabling work has to be undertaken by Exetel's supplier up to your Network Boundary Point (NBP).

#### Standard Connection:

Churn (active in place Phone Service) \$0

#### New activation /installation

No technician visit required: \$59

Technician visit required, no cabling work: \$125

Technician visit required and cabling work required: \$299

If extra cabling work is required to complete the installation of your Phone Service you may be charged a Fee-For-Service (FFS). We are unable to advise the cost of the FFS prior to the work being undertaken due to the unique nature of each installation. Exetel will charge you this cost in due course.

### Connection Timeframes

For a Churn, Exetel will aim to activate your Exetel Home Phone Service within 1 - 2 working days. If there has been a previous working home phone service at your property Exetel will aim to reconnect the service within 3 - 5 working days from the date of your request provided that the reconnection doesn't require a technician visit to your property or to the local exchange or anywhere in between. If a technician visit is required for a previous working home phone service at your property Exetel will aim to reconnect the service within 5 - 7 working days from the date of your request. For new home phone service connections which require a technician visit Exetel will aim to connect your service within 15 working days.

### ADSL2+ Line Speeds

Connection speed is up to 20,000/800kbps (ADSL2+). Where ADSL2+ is not available, we will connect the fastest speed possible for your Phone Line, up to 8000/384kbps. In some cases we may reject your order if ADSL2+ or ADSL1 services are not available.

### Early Termination Charge (ETC)

An ETC will apply if you cancel your service within your contract term. It will be calculated by multiplying the ETC per Service by the number of remaining months in the contract term divided by the contract term of 12 months.

e.g.: if you cancel your Broadband with Phone Line Rental Service after month 6 of a 12 month contract term, your ETC will be: (\$99.00 x 2 services) x (6th Month/12 Months) = \$198.00 x 0.5 = \$99.00.

#### Phone Call Charges

Untimed Local Calls:	Unlimited
Untimed 13/1300 Calls:	Unlimited
National Calls:	Unlimited
Mobile Calls:	Unlimited
International Calls:	Billed per second*

\*International Calls: billed per second. Different international rates apply :  
[www.exetel.com.au/broadband/callrates\\_tw](http://www.exetel.com.au/broadband/callrates_tw)

### Data Usage Charges

No excess usage charges will apply on your broadband service.

## Monthly Charges

<b>Included Download Allowance</b> (Anytime Quota)*	100 GB	500 GB	Unlimited
<b>Monthly Broadband Plan Charge</b>	\$79.99	\$89.99	\$99.99
<b>Phone Line Rental</b>	FREE	FREE	FREE
<b>ExeChat Mobile Pack</b>	FREE	FREE	FREE
<b>Hosting Email Webpage</b>	FREE	FREE	FREE
<b>Total Monthly Minimum Cost</b>	\$79.99	\$89.99	\$99.99
<b>Total Minimum Cost over Contract Term</b> (Including \$59.99 Line Activation Charge)	\$1,019.87	\$1,139.87	\$1,259.87
<b>Total Minimum Cost over Contract Term</b> (Including \$99.99 Line Activation Charge)	\$1,059.87	\$1,179.87	\$1,299.87
<b>Cost of 1 GB of data usage</b> (included plan allowance based on Monthly Broadband Plan Charge)	\$0.80 per GB	\$0.18 per GB	-
<b>Cost of 1 GB of data usage</b> (Excess usage)	Speed Shaping to 1024/384 kbps		-

Once your initial contract term has expired, your monthly charge will continue to be charged (including the cost of the phone calls) on a month by month basis until you have either changed to a new Exetel plan or until you decide to cancel your service.

### Credit Card Surcharge

A credit card surcharge of \$1.10 will apply per month for all credit card payments. If you wish to avoid this charge, please select the Direct Debit option.

### Data Usage Charges

No excess usage charges will apply on your broadband service.

### Plan Changes

\$19.99 for no new contract OR \$0.00 with a new 12 month contract.

## Other Information

### Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data and call usage for your Exetel service. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel Member Login Page:

[http://www.exetel.com.au/my\\_exetel](http://www.exetel.com.au/my_exetel)

## Other Information

### Exetel Customer Contacts

When contacting Exetel for assistance, there are a number of options to facilitate your enquiry;

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Exetel's complaint resolution team at [complaints@exetel.com.au](mailto:complaints@exetel.com.au) or call **1300 393 835** and select **Option 1**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

### Customer Service Details

Contact our SMB Sales Team on [smallbusiness@exetel.com.au](mailto:smallbusiness@exetel.com.au) or call **1300 393 835** for more information about your service and to order.

This is a summary only – the full legal terms for broadband services are available at <http://www.exetel.com.au/terms>