



Regional Broadband with Phone Line Rental - Regional

Information About The Service

Exetel's ADSL1/2+ Broadband with Phone Line Rental Service delivers high-speed broadband over the Telstra Wholesale Network and is bundled with a Phone Service which gives you Line Rental and a Phone Number which enables you to make and receive phone calls.

Minimum Contract Term

12 months.

Limitations/Qualifications for the Service

Broadband with Phone Line Rental 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 Residential Sales Team on **1300 393 835** and select **Option 1**.

ADSL1/2+ 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.

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 additional to the Monthly Broadband Plan Charge. Additionally the Long Distance voice call service associated with the Exetel provided phone service should not be preselected to another carrier other than Exetel; else a \$10 surcharge will apply to your account.

Information About Pricing

Broadband Line Activation Charge

A once off broadband line activation charge of \$99 applies to users who are activating a new broadband service with Exetel. A charge of \$59 will apply to users with an active broadband service moving their existing service to Exetel.

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:
 $(\$99 \times 2 \text{ services}) \times (6\text{th Month}/12 \text{ Months}) = \$198 \times 0.5 = \$99.$

The Customer may cancel the Service at any time by giving Exetel thirty (30) days notice (including if the Customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement).

Phone Call Charges

Untimed Local Calls:	20c/call
Untimed 13/1300 Calls:	30c/call
National Calls:	15c/min + 35c/call
Mobile Calls:	35c/min + 35c/call
International Calls:	Billed per second*

*Different international rates apply:

www.exetel.com.au/broadband/callrates_tw

Monthly Charges				
Included Data Allowance (Includes uploads & downloads)	30 GB	100 GB	1 TB	Unlimited
Peak (9am to 1am) / Off Peak (1am to 9am) Allowance	15/15 GB	50/50 GB	Anytime	-
Monthly Broadband Plan Charge	\$49	\$54	\$83	\$94
Phone Line Rental	\$25	\$25	\$25	\$25
Total Monthly Minimum Cost	\$74	\$79	\$108	\$119
Total Minimum Cost (Including \$59 Line Activation Charge)	\$947	\$1,007	\$1,355	\$1,487
Total Minimum Cost (Including \$99 Line Activation Charge)	\$987	\$1,047	\$1395	\$1,527
Cost of 1 GB of data usage (Included allowance)	\$1.63	\$0.54	\$0.08	-
Cost of 1 GB of data usage (Excess usage)	Speed Shaping to 128/64 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

Change to a plan of equal or greater monthly cost: \$0 and new 12 month contract.

Change to a plan of lesser monthly cost: \$39 and 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:

<https://www.exetel.com.au/myexetel>

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 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

Customer Service Details

Contact our Residential Sales Team on residentialsales@exetel.com.au or call **1300 393 835** and select Option 1 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>