



ADSL2+ Broadband with Phone Line Rental (OW)

Information About The Service

Exetel's ADSL2+ Broadband with Phone Line Rental Service delivers high-speed broadband over the Optus 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

18, 12 months or Month to Month.

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**.

ADSL2+ Line Speeds

Connection speed is up to 20,000/800kbps (ADSL2+).

Mandatory Component of the Service

The purchase of the bundled 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 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 of broadband line activation charge applies to customers who are activating a new broadband service with Exetel. The activation charge varies by contract length as follows:

Month to Month: \$99.99

12 Month: \$59.99

18 Month: No Activation Charge

Early Termination Charge (ETC)

An ETC will apply if you cancel your bundled service within your contract term. The ETC will be pro-rated by the number of months remaining in the minimum contract term. Charges are as follows:

Month to Month: No ETC

12 Month: \$199.98

18 Month: \$349.98

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_ow

Monthly Charges

Included Data Allowance (Includes uploads & downloads)	100 GB	Unlimited
Peak (9am to 1am) / Off Peak (1am to 9am) Allowance	50/50 GB	Anytime
Total Monthly Minimum Cost	\$39.99	\$54.99
Total Minimum Costs		
Month to Month Contract	\$139.98	\$154.98
12 Month Contract	\$539.87	\$719.87
18 Month Contract	\$719.82	\$989.82
New Phone Line Activation (Upfront)	\$59.00	\$59.00
Cost of 1 GB of data usage (Included allowance)	\$0.40	\$0.05
Cost of 1 GB of data usage (Excess usage)	Speed shaping to 128/128kbps	

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

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. 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 on a new 12 month contract or \$19.99 with no re-contract.

Change to a plan of lesser monthly cost:
\$29.99 on a new 12 month contract or \$39.99 with no re-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>

