

Critical Information Summary

Information about the service

The "NBB ADSL2" \$59.00/m 10GB plan is an internet access service using broadband technology for high speed internet connection using a standard copper telephone line. This means an active telephone line is required to receive this service. All ADSL services need to go through a 'provisioning' process before they will work. Provisioning is the process of having the service turned on. Please note this service is not available in all areas. Contact us via phone and/or online to check availability of ADSL in your area before considering this service.

Equipment Required for Use of Service

To use your ADSL Service you are required to have an active phone line, ADSL compatible modem, a working computer and line filters.

You are welcome to independently source your own compatible hardware for use with this service or ISPDr can supply you compatible hardware. If you elect ISPDr to source your hardware you can collect your hardware from our office with no delivery charges, or have your hardware delivered to you for a nominal fee. Please confirm the exact costing of any ISPDr supplied hardware and the delivery costs of any purchased hardware on our website at the time of ordering.

Additional Telecommunication Products

An active PSTN service or "phone line" is required in order to use this service. This service must have a standard Telstra issued FNN and pass all 'prequalification' checks before an ADSL2 service can be provisioned on the service. If your 'phone line' is located in a Telstra Regional area a \$10.00 surcharge may be applied due to increased wholesale costs imposed by Telstra for these services. Area's considered regional are being updated all the time; therefore please contact us before submitting your order to confirm if any additional surcharge(s) may be applicable

The Minimum Term

There is no minimum service term and/or 'contact term' applicable for this service which means that you can cancel this service at least 14 days before the start of the next billing cycle (usually monthly). A one-time 'early termination fee' is payable if you terminate your NBB ADSL2 Service within 12 months of the activation date. A one-time setup fee of \$110.00 is also required and payable before provisioning commences.

Additional Information

- The "NBB ADSL2" 10GB plan includes both uploads and downloads towards your 'included data value'.
- Average speeds are lower and actual speeds vary due to factors including your location, your plan, internet traffic, your equipment/software and the way data is transmitted.
- About 50% of customers in ADSL2+ areas will have access speeds around 10Mbps or more, and about 70% of ADSL customers in ADSL1 areas will have access speeds around 6Mbps or more.

Information about Pricing

A) The Minimum Monthly Charge	\$59.00	per month	
B) Maximum Monthly Charge	\$99.00	per month	where a 40.00 credit limit is in place
C) ADSL Provisioning / Setup Charge	\$110.00	Once off	at time of setup
D) Early Termination Charge:	\$110.00	Once off	where service is disconnected within 12 months of the activation date.
E) The minimum Total Cost for Contract	\$279.00	Over 1 month	(A + C + D)
F) Cost of using 1MB of Included Data	\$0.006		

Included Data value

The \$59.00 10GB ADSL2 service provides you with 10GB of included data for use during the month. The included data value is not split between 'on peak' and 'off peak' periods. Your included data value resets at the beginning of each month.

Excess Data Charges

\$0.002 will be charged for each MB downloaded or uploaded once your included data value has been reached. Excess data charges will accrue for the period up to your allowable 'credit cap'. The credit cap defaults to \$40.00 and can be altered by contacting ISPDr based on your credit suitability. Once you have reached your credit cap any attempt to use the service will lead you into a portal where you will be given the option to make a payment towards you excess data.

Other Information

The following important information also applied to the service

Keeping an Eye On Your Account and Usage

You can review your data usage including your remaining included data value by accessing the ISPDr Members Portal which can be found at www.ispdr.net.au/members/.

Contacting Us

You are welcome to contact us via phone on 02-4647-8888 or online using our contact form which can be found at www.ispdr.net.au/ispdr/contact.php this page provides additional contact information for ISPDr including support times and opening hours. You are urged to familiarise yourself with these to ensure you receive the best support possible.

If you are unhappy with ISPDr or have any concerns or complaints

Please contact ISPDr on 02-4647-8888 and let one of our friendly staff know of your problem or complaint. We will try and resolve your issue immediately, and if we cannot we will take the necessary steps to get the problem resolved as soon as possible. You can also email the management team via email at management@ispdr.net.au who take ownership of your concern and ensure its resolution. You can also access our online support tool any time at www.ispdr.net.au/support/

Further investigation

If after contacting ISPDr you believe that we have been unable to resolve your complaint to your satisfaction, you can contact the Telecommunications Industry ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us.