

MISCELLANEOUS CHARGES: (All prices are GST Inclusive)

- **Early Contract Termination Fee \$90** Applies if the service is cancelled during the 6 month minimum period.
- **Plan Change Fee (Same Speed) \$No Charge**
- **Plan Change Fee (Different Speed) \$25**
- **Additional Telephone Microfilters \$9.90 each.** You will need a Microfilter for every device (other than the modem) that is connected to the phone line. The modem is supplied with a filter for 1 of your phones.

ADSL PRE INSTALLATION NOTES

- **LAN Ethernet Port May Be Required.**
To access the ADSL service you need to have a 10Mbps (or higher) Ethernet port on your PC (or network). If you don't have one or are not sure, we can add this for you in our workshop at 11 Newington Ave, Rosebud.
- **Standard Phone Line Required.**
Please confirm that you have a standard Telstra telephone service that is ADSL compliant. ADSL services CANNOT be provided over ISDN lines, multi subscriber numbers such as Message bank Virtual and Fax stream Duet or PABX numbers

ADDITIONAL ADSL INFORMATION:

Microfilters

Microfilters are needed to stop interference from your telephones, faxes etc. The ADSL service will not work if you haven't installed a filter on every device connected to the phone line that has your ADSL uses.

Bandwidth Rates:

The following bandwidth transmission combinations are available:

Downstream	Upstream
1500 kbits/s	256 kbits/s
8000 kbits/s	386 kbits/s
20000 kbits/s	1000 kbits/s

The bandwidth rates set out in the table above are rates that a Customer may select. Upstream refers to traffic from the Customer towards the Internet. Downstream refers to the flow of traffic from the Internet towards the Customer. The actual bandwidth rates experienced by each Customer may be less than the nominated rates since rates are affected by many factors including: contention ratios, packet overhead, distance from exchange, line infrastructure quality and Customer Premises Equipment capability.

Service Coverage:

The Service is not available to all potential Customers.

Customer Access:

Customer access will be available within Telstra designated service areas only. Customer access is provided subject to availability of suitable copper pairs. Customer access cannot be provided on pairs conditioned with loading coils or pair gain systems.

Moving Premises:

In the event that you move premises you will be need to enter into a new 6 month contract to continue to use the service. A new connection fee will apply.

In the event that you move during the 6 month minimum contract period, the early contract termination fee will also apply.

Phone Line Suspension or Disconnection:

In the event that your phone line is suspended or disconnected for any reason you will be need to enter into a new 6 month contract to continue to use the service.

In the event that your phone line is suspended or disconnected for any reason during the 6 month minimum contract time, the early contract termination fee will also apply.