

ADSL Standalone 100GB- Zone 1

Information About the Service

The service:

ADSL Standalone 100GB - Zone 1 is an internet service which runs through your phone line. As the National Broadband Network (NBN) is being rolled out, ADSL services will be replaced with NBN. Once NBN is available in your area, you will have 2 years to change to NBN or your service will be disconnected.

Bundling:

This service depends on an active phone line. We have bundle plans available which include line rental and the internet service.

Phone Line included in this plan: **No**

Mandatory components:

You will require an ADSL2+ compatible modem to be able to use your ADSL Service. You can use your own modem if it is compatible with your service. We recommend your devices meet the International Telecommunications Union (ITU) standards for ADSL. Alternatively, you can also purchase a modem from us. Our modems are selected from a range which are compatible with our networks.

Minimum term:

The service is available on a month-to-month option or a minimum term of 12 months.

Important Conditions:

ADSL2+ services can achieve up to 20Mbps download and 1Mbps upload and ADSL1 up to 8Mbps down and 384kbps up, this is depending on. Speed is not guaranteed and can be affected by multiple factors including, but not limited to, distance from the service location to the nearest exchange, hardware used, congestion on the network or the number of devices connected to your local network.

Where ADSL2+ services are not available, an ADSL1 service will be provisioned

This service will include 1 Static IP Address

Bundled plans include a basic PSTN phone line (Line Rental), any special features are charged on top. Existing connected PSTN phone lines can be transferred to The George Baini Group. Standalone services require an active Telstra PSTN phone line for the duration of the service. Where a new Line is required for a bundled Service additional connection charges will apply

Once your data allowance has been used, excess charges apply.

No Fault Found Charge: Any faults reported which turn out to be false will be charged a no fault found charge of \$200 for the first 2 hours and \$100 per hour thereafter.

Order withdrawal charge of \$150 is applied on all orders withdrawn. If the order is in the processing or provisioning stage, the full termination fee will be charged.

Additional connection fees apply when there is an existing inactive In-Place line, but no technician is required on site; or, when there is an In-Place line but a technician is required to visit the site; or, when a brand-new line is required.

If calls are allowed out, standard PSTN call charges apply for calls made from the service. Your plan does not include any calls from your landline.

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Information About Pricing

Minimum monthly charge:

Minimum monthly charge	\$40.00
Minimum total charge for month-to-month	\$117.00
Standard Activation Fee – month-to-month (Included in minimum total charge)	\$77
Minimum total charge for 12 months	\$557.00
Standard Activation Fee – 12 Month Contract (Included in minimum total charge)	\$77
Included data allowance	100GB

Maximum monthly charge:

The maximum monthly charge depends on whether you consume more data than included in your plan or use your line to make calls or use special features. If calls are allowed out, standard PSTN call charges apply for calls made from the service. Your plan does not include any calls from your landline.

Early termination charges:

If you cancel your service before your contracted term is ended, you will be charged an Early Termination Charge of: \$25.00 for Month to Month; \$25.00 multiplied by the months remaining plus \$77 for 12 Month Terms.

Unit Pricing Information:

Monthly included allowance	100GB
Cost of using 1GB of included allowance	0.3999996000000000/GB
Excess data charges	\$1.10/GB

Other Information

Usage Information:

If your plan has a data allowance, we will automatically notify the account holder (free of charge) via Email when you have used 85% and 100% of your allowance; and for each 15GB you use over your allowance.

Enquires, feedback and complaints:

We are committed to ensuring that all feedback and complaints are addressed in an appropriate and timely manner. You can always email info@gb.com.au if you have any questions, would like to give feedback or to make a complaint.

Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. GST is included in all values on this summary. Please contact us for further information or visit our website for our full Terms and Conditions (Standard Forms of Agreement). Summary valid as of April 2018.

