

See full product details at www.alltel.com.au/adsl-broadband

INFORMATION ABOUT THIS SERVICE

Description

Alltel ADSL Broadband is a business-grade unlimited internet service that is available at every broadband-enabled exchange in Australia. This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload / download) and is always subject to our [Acceptable Use policy](#).

Hardware

Router

Please contact your IT service provider to find a compatible router. Support for hardware purchased from other vendors is not provided.

Filters and splitters

Both are not included with this service. Each line shared with a phone requires a filter; 4 or more telephony devices require a splitter.

Minimum term

This service is available in 6, 12, or 24 month terms.

PLAN	CONTRACT TERM
ADSL CONNECT 6	6 months
ADSL CONNECT 12	12 months
ADSL CONNECT 24	24 months

When your contract expires, your service will automatically roll-over to a month-to-month basis. We require 30 days advance written notice to terminate your service.

Exclusions

Static IP address

No static IP addresses are included with this service.

Relocation of existing Alltel ADSL Broadband service

You must provide 40 business days advance written notice with details of the address you wish to move your service to (fees apply).

If your service is within contract: Relocation fee, Early Termination Charge & Set up fee (applicable based on new plan selected)

If your service is out of contract: Relocation fee & Set up fee (applicable based on new plan selected)

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

Qualifications

Connected PSTN landline service

The service may be provided by Alltel or another carrier. A dedicated line may be required with some services (e.g. in-house PBX).

Speed

The speed on this service is up to 24/1 Mbps. Available speeds decrease the further you are away from the exchange.

Your actual throughput speeds will depend on a number of factors, including hardware/software configuration, source & type of content downloaded, connection cable type, the number of users, route to host destination setup, and the performance of infrastructure not supplied, operated or maintained by Alltel.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Your minimum monthly charge depends on the plan you choose.

PLAN	MINIMUM MONTHLY CHARGE
ADSL CONNECT 6	\$49
ADSL CONNECT 12	\$45
ADSL CONNECT 24	\$39

Early termination charge 'ETC'

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term, calculated as follows: $ETC = \text{remaining contract term (in months)} \times \text{monthly charge}$

Orders cancelled or withdrawn prior to notification of service completion incur no early termination charges.

Setup charges

Your setup charge depends on your plan.

PLAN	SETUP CHARGE
ADSL CONNECT 6	\$299
ADSL CONNECT 12	\$40
ADSL CONNECT 24	\$0

Upgrades and Downgrades

Plan upgrades and downgrades are not available, and do not apply for this service.

Relocation charges

If you move your service to a different premise, you will need to pay an ETC of the old service. Relocation & setup fees also apply.

PLAN	SETUP CHARGE	RELOCATION CHARGE
ADSL CONNECT 6	\$199	\$100
ADSL CONNECT 12	\$149	
ADSL CONNECT 24	\$99	

Excess charges

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Incorrect callout charges

Charges may apply if a technician is deployed to your premises for issues not caused by the network (faults due to equipment/cablings).

Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#) schedule.

OTHER INFORMATION

Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, access reports, and access your bills.

Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	support@alltel.com.au / complaints@alltel.com.au
Live chat	Start a session directly from www.alltel.com.au
Fax	1300 255 855

Please refer to our [Complaint Handling Policy](#).

Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint