

See full product details at [www.alltel.com.au/ethernet-broadband](http://www.alltel.com.au/ethernet-broadband)

## INFORMATION ABOUT THIS SERVICE

### Description

Alltel Ethernet Broadband is a high speed symmetrical business internet that uses paired copper lines to deliver speeds up to 20/20 Mbps or 10/10 Mbps depending on the plan selected.

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

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

### Minimum term

This service is available in 12, 24 or 36 month terms.

PLAN	CONTRACT TERM	PLAN	CONTRACT TERM
ETHERNET 12	12 months	ETHERNET PRO 12	12 months
ETHERNET 24	24 months	ETHERNET PRO 24	24 months
ETHERNET 36	36 months	ETHERNET PRO 36	36 months

### Inclusions

#### Static IP address

1 static IP address is included with this service. Not all connections have static IP address, some of them are given a username and password for configuration instead of a static IP address

#### Installation

A Technician will need to attend to your premises to install this product and may require access inside the property. More than one visit may be required. You will not be charged for these site visits, unless you change the scheduled appointment. Alltel is not responsible for these charges as they are imposed by a third-party provider.

### Exclusions

#### Additional infrastructure

The Technician will not: Install any cabling between the MDF and the Internal Distribution Frame (IDF), and will not supply or install any router / firewall / network cabling / other equipment.

#### Relocation of existing Alltel Ethernet 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

#### Availability

This service is available in over 420 exchanges (and is growing). Your service address must be within 3km of, and should not have incompatible equipment with the exchange. Contact our Sales team on 1300 255 835 to determine availability at your location.

#### Speed

Actual speeds may vary depending on the distance from the exchange. Other factors that may affect speed include electrical interference, quality of the copper lines from your site to the exchange, hardware/software configuration and performance, and the source/type of content downloaded.

PLAN	MIN/UP TO SPEED
ETHERNET	4-10 Mbps
ETHERNET PRO	8-20 Mbps

#### Installation

A technician may need to visit the premises to complete installation of the service. You must:

- Provide the correct service address

- Supply power for the Network Termination Unit (NTU)
- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket – whichever comes first
- Inform us if a site induction for the Technician is required.

## INFORMATION ABOUT PRICING

All prices exclude GST.

### Minimum monthly charge

Your minimum monthly charge depends on your plan & whether you choose to pay setup (installation) costs upfront or on a monthly basis.

PLAN	SETUP CHARGE	MINIMUM MONTHLY CHARGE	PLAN	SETUP CHARGE	MINIMUM MONTHLY CHARGE
ETHERNET 12	\$1199	\$239	ETHERNET PRO 12	\$1199	\$379
ETHERNET 24	\$599		ETHERNET PRO 24	\$599	
ETHERNET 36	\$0		ETHERNET PRO 36	\$0	

When a contract expires, the service automatically rolls over to a month-to-month basis. We require a 30 day notice to cancel your service.

### Upgrades and Downgrades

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

### 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:  $ETC = \text{remaining contract term (in months)} \times \text{monthly charge}$

### Relocation charges

CONTRACT TYPE	RELOCATION CHARGE
Re-contract your service at new premises	1,299

### Excess usage

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](#).

### Cancellation after order completion

Orders cancelled or withdrawn after receipt of notification of service completion incur charges equal to the 12 month installation charge.

### 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, track your usage, 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	<a href="mailto:support@alltel.com.au">support@alltel.com.au</a> / <a href="mailto:complaints@alltel.com.au">complaints@alltel.com.au</a>
Live chat	Start a session directly from <a href="http://www.alltel.com.au">www.alltel.com.au</a>
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	<a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>