

Information About The Service

The Service

ACN's Home ADSL1/2+ Broadband with Phone Bundle and Small Business ADSL1/2+ Broadband with Phone Bundle each deliver high-speed broadband and a Phone Service over the Telstra Corporation Limited Network. The Phone Service which gives you Line Rental and a Phone Number which enables you to make and receive phone calls.

Bundling requirements

We do not require that you bundle this service with any other service.

Equipment

The Home Bundle and Small Business Bundle comes standard with a modem charged at \$29.00 and \$13.95 for delivery.

Minimum term

There is a 12 month term with these plans however you can move to another plan within your minimum term without penalty or a plan change fee provided you are changing to a plan of equal or higher value.

Limitations and qualifications

Home Bundles are available to residential and small business users. ACN's Acceptable Use Policy applies.

Small Business Bundles are available to small business users. ACN's Acceptable Use Policy applies.

Home Bundles and Small Business Bundles may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the ACN website to check your service availability.

Broadband speeds

Connection speed is up to 20,000/800kbps (ADSL2+). Where ADSL2+ is not available, ACN will connect the fastest speed possible to your phone service, up to 8000/384kbps (ADSL1). Actual speeds will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment, software and Internet traffic. Devices connected by Wi-Fi™ may experience slower speeds than those connected by Ethernet cable.

Information About Pricing

Minimum monthly charge

The minimum monthly charge for each Home Bundle and Small Business Bundle plan is specified in the table below. You pay an additional amount for calls which are not included in the relevant plan if you purchase additional data during the month.

Early termination fee (ETF)

An Early Termination Fee (ETF) will apply if you cancel or transfer your broadband or phone service within your minimum agreement term. The ETF is \$15.00 for each full and partial remaining month of the remainder of the agreement term. The maximum ETF is \$180.00.

Excess usage charges

Once your allocated data allowance has been used the service will be shaped to 256kbps for the rest of the monthly billing cycle. No excess usage charges will apply.

Connection fee

A once-off connection fee of \$49.00 applies to customer who are transferring an existing service or activating a new ADSL broadband service with ACN.

Additional phone line connection charges may apply depending on the type of connection or reconnection work required to activate your ADSL broadband service. Charges are dependent on the type of work required and will be decided by ACN's Wholesale Supplier and passed on to you at cost price.

Description	Cost
Phone Line without a technician visit	\$59.00
Phone Line with a technician visit (no cabling required)	\$125.00
New Phone Line with a technician visit (cabling required)	\$299.00

Additional data

You have the option to purchase additional data blocks from myaccount.acnpacific.com.au if you exceed your data allowance (you have 60 days to use this additional data)

Data block allowance	Charge
5GB	\$9.99
15GB	\$19.99
30GB	\$39.99
60GB	\$59.99

Additional charges

If you choose:	Charge
To receive paper invoices via Australia Post	\$2.00 per paper invoice received (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	\$2.58 per payment made
To make a payment using a credit card (Visa or MasterCard only)	1.5% of the total payment amount (waived for direct debit)

Monthly charges			
Plan	Bundle 50	Bundle 250	Bundle 500
Data allowance	50GB	250GB	500GB
Broadband plan fee	\$49.00	\$59.00	\$69.00
Phone line rental plan fee	\$20.00	\$20.00	\$20.00
Minimum monthly charge	\$69.00	\$79.00	\$89.00
Total minimum cost	\$919.95	\$1,039.95	\$1,159.95
Cost of 1GB of data usage (included data allowance)	\$0.98 per GB	\$0.24 per GB	\$0.14 per GB
Cost of 1GB of data usage (excess usage)	Speed shaping to 256kbps	Speed shaping to 256kbps	Speed shaping to 256kbps

Phone call charges			
Plan	Bundle 50	Bundle 250	Bundle 500
Local calls	19¢ per call	Unlimited*	Unlimited*
National calls	19¢ per min + 39¢ flagfall	19¢ per min + 39¢ flagfall	Unlimited*
National calls calling cap	\$2.00 for up to 2 hours	\$2.00 for up to 2 hours	-
Calls to Australian Mobiles	39¢ per min + 39¢ flagfall	39¢ per min + 39¢ flagfall	Unlimited*
Calls to Australian Mobiles calling cap	\$2.00 for up to 20 mins	\$2.00 for up to 20 mins	-
Cost of making a two minute standard national mobile call	\$1.17	\$1.17	-
Calls to 13/1300 numbers	39¢ per call		
ACN-to-ACN calls	Unlimited local & national calls within Australia (ACN's Acceptable Use Policy applies)		
Calls to International destinations	View rates at: http://www.acnpacific.com.au/home-phone-international/value-international-rates		

*ACN's Acceptable Use Policy applies.

Other Information

Usage information

To access information about your call and data usage, please log into your MyAccount portal myaccount.acnpacific.com.au

Customer service

For customer service and to access ACN's internal dispute resolution scheme, please call us on **1300 881 778** or visit www.acnpacific.com.au/contact-us

TIO information

If we can't resolve your complaint to your satisfaction you may forward your complaint to the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**. Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. For full contact information visit www.tio.com.au/about-us/contact-us

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge and any additional data you may have purchased. Your first invoice will be higher because it includes a partial Plan Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit www.acnpacific.com.au