

## Information About The Service

### The Service

ACN's ADSL1/2+ Broadband delivers high-speed broadband and requires an active phone service with ACN or another provider.

### Bundling requirements

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

This service requires an active phone service which you may purchase from either ACN or from a third party provider who uses the Telstra Network. The cost of the phone service (including line rental) is additional to the monthly ADSL Broadband plan fee. If you go with a third party provider it is your responsibility to manage your phone service.

### Equipment

The ADSL Broadband Plan comes with a modem charged at \$29.00 and \$13.95 for delivery.

### Minimum term

There is a 12 month minimum term with these plans however you can move to another plan within your minimum term without penalty or a plan change fee provided you commit to a new 12 month minimum term.

### Limitations and qualifications

ADSL Broadband Plans are available to residential and small business users. ACN's Acceptable Use Policy applies.

ADSL Broadband 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 ADSL Broadband plan is specified in the table below. You pay an additional amount 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 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 customers 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 if you decide to take the phone line rental with ACN.

### Additional data

You have the option to purchase additional data blocks from [myaccount.acnpacific.com.au](http://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	View current charge at <a href="http://acnpacific.com.au">acnpacific.com.au</a>
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	Plan 50	Plan 250	Plan 500
Data allowance	50GB	250GB	500GB
Minimum monthly charge	\$49.00	\$59.00	\$69.00
Total minimum cost	\$679.95	\$799.95	\$919.95
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

## Other Information

### Usage information

To access information about your call and data usage, please log into your MyAccount portal [myaccount.acnpacific.com.au](http://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](http://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](http://www.tio.com.au/about-us/contact-us)

### Billing

Your service is invoiced on the same date each month (e.g. 15<sup>th</sup> 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](http://www.acnpacific.com.au)