

**Information About The Service**

**The Service**

ACN's Envision all-in-one ADSL2+ Broadband with digital voice solution combines our VoIP Service and Naked Broadband Service and delivers high-speed broadband over the Optus Wholesale Network.

**Bundling requirements**

We do not require you to bundle this service with any other service however ACN's VoIP Service (which is a component of the Envision Service) requires a suitable ADSL2+ Broadband connection.

**Equipment**

The Envision Bundle comes with a modem charged at \$29.00 and \$13.95 for delivery. To make and receive calls you will also need a standard (analogue) phone handset and an ATA (Analogue Telephone Adaptor) or an alternative VoIP gateway device such as an ACN videophone.

**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 are changing to a plan of equal or higher value.

**Limitations and qualifications**

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

Envision 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. You may not acquire ACN's fixed wire phone service or any other fixed wire phone service from another provider at the same time that you acquire this Envision Service from us. The VoIP service (a component of the Envision Service) is a residential grade service and should not be used for anything other than residential and small or home office business applications.

The service, including '000' dialing, will not function in the event of a power failure or disruption or an Internet outage. If there is an interruption to the power supply the service including the '000' dialing will not function until power is restored. Envision with VoIP Service is not suitable if you are a customer with a serious illness or life threatening condition, if you require disability services, if you have a back to base alarm system or if you require an uninterrupted phone line. Calls to 1900x and 12x numbers are not supported.

You are able to transfer (port) your current Fixed Wire Phone Number to an Envision Service. Please be aware that your Fixed Wire Service and any associated ADSL Service and all special services

including Silent Line with your current phone provider will be disconnected when your Envision Service is activated.

**Broadband speeds**

Connection speed is up to 20,000/800kbps (ADSL2+). 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.

**Information About Pricing**

**Minimum monthly charge**

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

**Early termination fee (ETF)**

An Early Termination Fee (ETF) will apply if you cancel or transfer this 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 transfer an existing service or activate a new ADSL broadband service 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	Envision 50	Envision 250	Envision 500
Data allowance	50GB	250GB	500GB
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)	\$1.38 per GB	\$0.32 per GB	\$0.18 per GB
Cost of 1GB of data usage (excess usage)	Speed shaping to 256kbps	Speed shaping to 256kbps	Speed shaping to 256kbps

Voice call charges			
Plan	Envision 50	Envision 250	Envision 500
Local calls	Unlimited*	Unlimited*	Unlimited*
National calls	Unlimited*	Unlimited*	Unlimited*
Calls to Australian mobiles	15¢ per min	15¢ per min	Unlimited*
Calls to Australian mobiles calling cap	-	-	-
Cost of making a two minute standard national mobile call	30¢	30¢	-
Calls to 13/1300 numbers	30¢ per call		
ACN-to-ACN calls	Unlimited local & national calls within Australia		
Calls to included International destinations	Zero rating to 20 international destinations	Zero rating to 40 international destinations	Zero rating to 85 international destinations
Calls to other International destinations	View rates at: <a href="http://www.acnpacific.com.au/products/australia/broadband/envision/international">http://www.acnpacific.com.au/products/australia/broadband/envision/international</a>		

\*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](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)