

Information About The Service

Here is a summary of all the important information you need to know about Telecom West's Residential ADSL plans.

The Service:

Residential ADSL is an ADSL2+ broadband service offering fast speed internet access with a monthly included data allowance. You can choose to have your speed reduced 'shaped' to 64kbps once you have used up all your included monthly data allowance or you can continue using the service at the same fast speed 'unshaped' and pay excess data charges.

Bundling:

You must have a dedicated phone line for this service to work. This service is not conditional on you having a phone line with us and equally the phone line rental is not included in the service. Please contact us on 1300 739 331 if you wish to have a service that also includes a phone line with us.

Requirements:

Broadband requires a PSTN telephone service in order to function. You have the choice using a provider of your choice for this, or you may take up one of the Telecom West phone plans and enjoy some of the great benefits you get when you bundle your services on the one bill.

You will also require an ADSL modem or router in order to connect your service. If you don't already have one, Telecom West can sell you a suitable device from our large range at an additional cost. For full tech support at no cost we recommend this option as all our modems sold by us are supported by our technical department.

Minimum Term:

Our Residential ADSL plans are available on both 24month & 36month agreements.

Included Features:

- 10 email addresses!
- Choice of shaped or unshaped!
- Un-metered uploads!
- All new activations are free!
- Dynamic IP address!
- Service provided on Telstra infrastructure!
- Australian based customer service!

Connection Timeframe:

New connections should be running within 10 business days provided you have an active fixed wire service and no complications arise. If you are transferring an existing dsl connection, once your application has been approved if no complications arise we should have your service running within 5 business days.

Broadband Speeds:

Your actual speed will vary due to number of factors such as your equipment, available ports at the exchange, your distance to the exchange, if you are on a rim or not, software and internet traffic.

Availability:

ADSL2+ is not available to customers in all areas. In addition, it is important to note that fastest residential grade dsl will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available, and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Information About Pricing

Monthly Cost:

When you bundle a Telecom West Residential ADSL service with a landline plan, you will receive a discount if you are in Zone 1. The bundled prices include a fixed wire service. For more information on Telecom West bundle pricing and call costs see www.telecomwest.com.au/bundles.html

Costs:

Plan Name	Monthly Included Data	Minimum Monthly Charge	Total Min Cost* (24/36 Month Contract)	Cost per 1GB of included data
Residential Broadband 25	25GB	\$53.85	24 = \$1,292.40 / 36 = \$1,938.60	\$2.16
Residential Broadband 50	50GB	\$58.25	24 = \$1,398.00 / 36 = \$2,097.00	\$1.17
Residential Broadband 100	100GB	\$65.95	24 = \$1,582.80 / 36 = \$2,374.20	\$0.66
Residential Broadband 250	250GB	\$76.95	24 = \$1,846.80 / 36 = \$2,770.20	\$0.31
Residential Broadband 500	500GB	\$87.95	24 = \$2,110.80 / 36 = \$3,166.20	\$0.18
Residential Broadband 1000	1000GB	\$98.95	24 = \$2,374.80 / 36 = \$3,562.20	\$0.10

Excess data is charged when the dsl service is 'unshaped', at the rate of \$4.95 per 1GB(1000MB) for every plan shown above.

*The total minimum cost on a 24 or 36 month contract is the minimum monthly charge multiplied by the amount of contracted months.

*The total maximum cost on a 24 or 36 month contract is the minimum monthly charge multiplied by the amount of contracted months plus any excess data charges incurred, depending on whether you have chosen 'shaped' or 'unshaped' for additional data.

Early Termination:

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$129.95 per service.

Setup Fee:

All new activations are free. If you are porting an existing dsl connection from another provider on a 24month contract a "fast-churn" fee of \$43.95 is applicable. On the 36months agreement there is no "fast-churn" fee.

Billing:

All our Residential ADSL plans are post paid. As a result, your first bill will be pro rata meaning you will be charged from the day your service was activated until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Other Information

Usage Information:

Customers can obtain information on their Broadband usage at <https://customerportal.telcoinabox.com/index.php?r=site/login&id=348>

Customer Service Contact Details:

You can contact Telecom West customer service for Technical Support via 1300 739 331 or emailing: support@telecomwest.com.au , Account assistance via 1300 739 331 or emailing accounts@telecomwest.com.au , or for Sales assistance via 1300 739 331, or emailing: enquiries@telecomwest.com.au See www.telecomwest.com.au/contactus for more details.

Dispute Resolution Process:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf

Telecommunications Industry Ombudsman:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint