

# Critical Information Summary



## Residential ADSL2+ Internet.

### Information about the Service

The ADSL2+ service is a broadband Internet service delivered using FTTH which means fibre optic cables are connected to the property development. The internet Service is then delivered to your apartment using ADSL2+ technology.

### Requirements & Availability

You will require an ADSL2 modem to connect to your internet service. If you don't already have one, IDNAM can sell to you a suitable device at an additional cost. You are not required to purchase other services from IDNAM in order to be eligible for this Offer.

### Minimum Term

ADSL2+ internet plans are available on 6 month and 18 month plans with a minimum term of 6 month contract.

### Included Features

There are a range of value-added features included with your ADSL2+ Service, with further detail on the website;

- No phone line required
- Any time use – No peak/off-peak usage requirements
- Email address free
- Additional data packs available
- No excess quote usage charge

### Information about Pricing

	Data Plans	Plan Speeds+ Down	Plan Speeds+ Up	Minimum Monthly Charge	Maximum Monthly Charge	Cost per MB	Cost per GB	Total Contract Cost
ADSL2+ 6 month contract charges:								
Data Plan	100 GB	Up to 24 Mbps	Up to .5 Mbps	\$ 29.99		\$ 0.00030	\$ 0.30	\$ 229.94
ADSL2+ 18 month contract charges:								
Data Plans	Unlimited	Up to 24 Mbps	Up to .5 Mbps	\$ 39.99		\$ 0.00040	\$ 0.40	\$769.82

### Connection / Establishment Fee

The standard connection fee for all ADSL2+ plans is \$50. Applications withdrawn after approval attract a \$50 Processing Fee.

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+ plans, instead traffic beyond the included data quota will be slowed to 256kbps/256kbps.

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### Early Termination Charge

If you cancel your service during the initial first 7 day period, there is no termination fee on the ADSL2+ plans. This is intended to provide sufficient opportunity to test the service. Termination of ADSL2+ plans after the first 7 days will incur a \$30 Disconnection Fee. No refunds are available whether the service is terminated during the month or at the monthly plan anniversary. Cancelling your service plan will also result in a cancellation of any other discounts that may apply to other services you've purchased that are available only when multiple services are purchased; such as free message bank or call discounts. Should you cancel other services from IDNAM and those products have their own contract, you will be liable for their associated break fees.

### Full Terms

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.idnaust.com.au](http://www.idnaust.com.au) for our Application Form and Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

### Usage Information & Security

For information about your current data usage levels please use the IDNAM User Portal. You will be provided with a unique Username and Password in order to access our network. It is your responsibility to ensure no unauthorized access occurs over the connection we make available to you.

### Billing & Direct Debit

Accounts must be paid by Direct Debit. If IDNAM allows you to pay by another method, a \$2.95 per bill administration fee applies. Internet customers paying by direct debit will receive invoices where their monthly cost is variable. Fixed cost, known in advance, prepaid monthly charges will not be invoiced unless requested by the customer.

### Contact Us

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Connections Team on 1300 784 775 9am - 5pm AEST, Monday to Friday.

### Dispute Resolution

If you have a complaint or wish to dispute a charge or decision relating to your account with us your first point of contact is our Connections Team, who can be contacted on [connections@idnaust.com.au](mailto:connections@idnaust.com.au) or call us on 1300 784 775.

You can contact our Billing & Accounts department directly on [accounts@idnaust.com.au](mailto:accounts@idnaust.com.au), or Technical Support Team on [support@idnaust.com.au](mailto:support@idnaust.com.au). Of course if you have not had your issue resolved directly with that department please refer back to Connections Team and a Customer Service Representative will lodge your issue with The Resolutions Team. If we are unable to resolve your issue to your satisfaction, please visit [www.idnaust.com.au](http://www.idnaust.com.au) to see our complaint handling policy.

If you are still not satisfied with the steps taken by IDNAM to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with IDNAM and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

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## Email Billing

You can save and support the environment by opting for our email billing option. Paper bills will incur a fee of \$3.50. A \$3.50 rebate has been applied to all plan prices listed and if an email address is not supplied we will provide you with an email address in which to view your invoice if you have requested to receive an invoice or your charges vary month to month.

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**Thank you for choosing Integrated Data Networks Australia Management Pty Ltd - If you have any questions regarding your service call us on 1300 784 775.**

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