



Information about the Service

Enabled ADSL

Enabled ADSL is a fixed broadband service with speeds up to 24Mbps carried over the Telstra copper network. An active landline number (PSTN) supplied by Amnet or a 3rd party provider is required and must be compatible with spectrum-sharing technology. A compatible ADSL modem is also required which can be purchased directly from Amnet at additional cost.

Services are typically delivered in around 3-5 business days from the day your landline number is active. Please note that some phone lines provided by Optus, AAPT, Primus etc. may not be compatible with Amnet's ADSL service.

Non-Enabled ADSL

Non-Enabled ADSL is a fixed broadband service with speeds up to 24Mbps carried over the Telstra copper network and connecting at a Non-Amnet exchange. An active landline number (PSTN) supplied by Amnet or a 3rd party provider is required and must be compatible with spectrum-sharing technology. A compatible ADSL modem is also required which can be purchased directly from Amnet at additional cost.

Services are typically delivered in around 3-4 working days from the day your landline number is active. Please note that some phone lines provided by Optus, AAPT, Primus etc. may not be compatible with Amnet's ADSL service.

Smart Talk

Amnet Smart Talk is a fixed line PSTN telephone service carried over the Telstra copper network that enables you to make and receive local, regional, national, and international voice calls. A compatible telephone handset is required to make and receive calls. Amnet Smart Talk service is only available with Amnet's ADSL service and will require an additional fee per month.

Minimum Term

Amnet offers a no fixed-term contract, a 12 month term contract and a 24 month term contract. 24 and 12 month contracts are subject to the cancellation fee outlined in the Cancellations Table. All contracts require 30 days' written notice for cancellation.

Information about Charges

Charges for 'Enabled' ADSL

There are three plan options for Enabled ADSL. Monthly fees for plans are payable in advance. The total minimum fees payable for this service are outlined in the table below:

Enabled Plan & Monthly Data	Monthly Cost	Total Min (No-Fixed Term)	Total Min (12 Months)	Total Min (24 Months)	Unit cost (per GB)
100GB	\$30	\$179	\$439	\$720	\$0.30
250GB	\$40	\$189	\$559	\$960	\$0.16
Unlimited	\$50	\$199	\$679	\$1200	N/A

Charges for 'Non-Enabled' ADSL

There are three plan options for a Non-Enabled ADSL service. Monthly fees for plans are payable in advance. The total minimum fees payable for this service are outlined in the table below:

Enabled Plan & Monthly Data	Monthly Cost	Total Min (No-Fixed Term)	Total Min (12 Months)	Total Min (24 Months)	Unit cost (per GB)
100GB	\$50	\$199	\$679	\$1200	\$0.50
250GB	\$60	\$209	\$799	\$1440	\$0.24
Unlimited	\$70	\$219	\$919	\$1680	N/A

Smart Talk

If you want to add Amnet Smart Talk to your 'Enabled' or 'Non-Enabled' ADSL service, the important bits are outlined in the table below. Amnet Smart Talk is governed by our Customer Relationship Agreement available from www.amnet.com.au/legal/customer-relationship-agreement.

Monthly Line Rental	\$25
Local calls	FREE ¹
Regional/National calls	13 c/min (30c flagfall)
Mobile calls	30c/min (30c flagfall) ²
International calls	Capped at \$2 (up to 30 mins + 30c flagfall) ⁵
Contract Period	Runs concurrently with your 'Enabled' or 'Non-Enabled' ADSL service

1. Fair Use Policy applies, see www.amnet.com.au/fair-use for details.

2. Calls to Australian mobiles within Australia.

3. Calls exceeding 30 mins will be charged at per second rates, see International Call Rates

www.amnet.com.au/home-phone/call-rates for details. Direct Debit or valid Credit Card required. Directory Assistance, 13, 1300 & Competition/promotional numbers billed at promoter's advertised rate.

Information about Charges (cont.)

Charges for Enabled ADSL and Smart Talk

There are three plan options for the combined Smart Talk & Enabled DSL service. Monthly line rental fee is payable in advance and all calls are post-paid. Minimum costs for these combined services are as follows:

Enabled Plan & Monthly Data	Monthly Cost	Total Min (No-Fixed Term)	Total Min (12 Months)	Total Min (24 Months)	Unit cost (per GB)
100GB	\$55	\$204	\$739	\$1320	\$0.30
250GB	\$65	\$214	\$859	\$1560	\$0.16
Unlimited	\$75	\$224	\$979	\$1800	N/A

Charges for Non-Enabled ADSL and Smart Talk

There are three plan options for the combined Smart Talk & Non-Enabled DSL service. Monthly line rental fee is payable in advance and all calls are post-paid. Minimum costs for these combined services are as follows:

Enabled Plan & Monthly Data	Monthly Cost	Total Min (No-Fixed Term)	Total Min (12 Months)	Total Min (24 Months)	Unit cost (per GB)
100GB	\$75	\$224	\$979	\$1800	\$0.75
250GB	\$85	\$234	\$1099	\$2040	\$0.34
Unlimited	\$95	\$244	\$1219	\$2280	N/A

Setup and Cancellation

When you purchase either a stand-alone ADSL or combine ADSL with Smart Talk, the following setup fee and cancellation fees apply:

Contract Length	Setup Fee	Cancellation Fee
24 Months	Free	\$200
12 Months	\$79	\$100
0 Months	\$149	N/A

If you end your contract with us, you are required to provide 30 days' notice in writing. You will be charged for using the service until the contract ends (eg. 30 day notice period).

Usage Information

Data Usage

Broadband data usage includes all downloads and uploads. There are no peak or off peak periods. Unlimited plans have no data quota but are subject to the Fair Use Policy available at www.amnet.com.au/fair-use.

Excess Usage

Plans with data allowance will be shaped to 256kb for the remainder of your billing period if your monthly data quota is exceeded. There is no charge for excess usage. Unlimited plans have no data limit and are therefore not shaped, however, usage is still subject to our Fair Use Policy.

Usage Information & Call Logs

Customers can view their data usage and call logs at: <https://myaccount.amnet.com.au/ClientLogin.aspx>.

Contact Information

Customer Service Contact Details

As well as the contact information listed below, Amnet customers can also log customer service requests at: <https://myaccount.amnet.com.au/ClientLogin.aspx>.

Support	1300 882 232	support@amnet.com.au
Accounts	1300 882 232	accounts@amnet.com.au
Provisioning	1300 882 232	dslprov@amnet.com.au
Sales	1300 882 232	sales@amnet.com.au

Complaints Process

If at any time you are dissatisfied with the service, you can follow the escalation process outlined at: www.amnet.com.au/legal/complaint-handling-policy.

Telecommunications Industry Ombudsman

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