

Critical Information Summary

Residential Enabled ADSL Service



Support: 1300 882 232
Mon-Fri: 7am-9pm
Sat-Sun-Pub: 8am-8pm

Information about the Service

Enabled ADSL2+ is a fixed broadband service with speeds up to 24Mbps carried over the Telstra copper network. An active Telstra (or Telstra-resold) landline number 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 shows as 'active' in Telstra's database. Please note that some phone lines provided by Optus, AAPT, Primus etc. may not be compatible.

Minimum Term

Amnet offers contracts that include no minimum term, a 12 months minimum term and a 24 months minimum term. 24 month and 12 month contracts are subject to the cancellation fee outlined in the Contracts Table should cancellation take place within the contracted period. All terms require a minimum 30 days notice for cancellation.

Information about Pricing

Pricing

There are three plan options for the Enabled DSL service. All plans are payable in advance.

Enabled DSL Plan	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Min Cost (0 Months)	Total Min Cost (12 Months)	Total Min Cost (24 Months)	Unit Cost 1GB of Data Included in Plan
100GB	100GB	\$30	\$179	\$439	\$720	\$0.30
250GB	250GB	\$40	\$189	\$559	\$960	\$0.16
Unlimited	Unlimited	\$50	\$199	\$679	\$1200	N/A

Usage

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.net.au.

Contracts

Amnet offers three contract options:

Contract Length	Setup Fee	Cancellation Fee (if cancelled within the contract period)
24 Months	Free	\$200
12 Months	\$79	\$100
0 Months	\$149	N/A

Cancellations require 30 days notice and billing continues through the notice period.

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Other Information

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

Amnet members can view their usage at: <https://myaccount.amnet.com.au/ClientLogin.aspx>

Customer Service Contact Details

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

Amnet members can also log customer service requests at: <https://myaccount.amnet.com.au/ClientLogin.aspx>

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 an Amnet customer is dissatisfied with the outcome of a complaint after following the above process, they may contact the TIO (telecommunications industry ombudsman) 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.