

# Critical Information Summary

## Residential Non-Enabled ADSL Service



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

### Information about the Service

Non-Enabled ADSL2+ is a fixed broadband service with speeds up to 22Mbps, carried over the Telstra copper network and is supplied to customers who are outside of Amnet's DSL network. An active Telstra (or Telstra-resold) landline number is required as well as a compatible ADSL modem. Modems 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 services 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 Non-Enabled DSL service. All plans are payable in advance.

<b>Non-Enabled DSL Plan</b>	<b>Monthly Included Data</b>	<b>Minimum &amp; Maximum Monthly Charge</b>	<b>Total Min Cost (0 Months)</b>	<b>Total Min Cost (12 Months)</b>	<b>Total Min Cost (24 Months)</b>	<b>Unit Cost 1GB of Data Included in Plan</b>
100GB	100GB	\$50	\$199	\$679	\$1200	\$0.50
250GB	250GB	\$60	\$209	\$799	\$1440	\$0.24
Unlimited	Unlimited	\$70	\$219	\$919	\$1680	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](http://www.amnet.net.au).

#### Contracts

Amnet offers three contract options:

<b>Contract Length</b>	<b>Setup Fee</b>	<b>Cancellation Fee (if cancelled within the contract period)</b>
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

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### 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

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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](http://www.amnet.com.au/legal/complaint-handling-policy)

## Telecommunications Industry Ombudsman

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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](http://www.tio.com.au/making-a-complaint).