

## BIZ BROADBAND ADSL2+ UNLIMITED

### INFORMATION ABOUT THE SERVICE

#### Service Description

The innoTel Biz Broadband ADSL2+ Unlimited plan is a High Speed ADSL Broadband service. ADSL services require an active PSTN telephone service, which is not included in this plan. Where an ADSL2+ connection cannot be provided, an ADSL connection will be provided in its place.

All pricing is Inclusive of GST.

#### Service Availability

The service is available to business customers with a current Australian Business Number (ABN) and is also subject to availability of ports at the telephone exchange your phone line is connected to. You can check the availability of this service on our website.

#### Important Limitations

The Broadband speed you obtain with this service will vary depending on many factors and is not guaranteed.

#### Minimum Contract Term

innoTel offers contract lengths of 24-Months, 12-Months and 1-Month. You can see the fees applicable for each contract term under the header 'Connection Charges'

#### Equipment Required

You can choose to provide your own ADSL2+ Broadband Modem/Router, or alternatively you can purchase a pre-configured ADSL2+ Broadband Modem/Router from innoTel.

#### Bundling

There is no bundling arrangement required for this plan, however you may bundle it together with other innoTel plans.

#### What is not included in this plan

The plan fee does not include an ADSL2+ Broadband Modem/Router unless you purchase one in addition to your plan and a PSTN service, which you must have into order to receive a Broadband ADSL service.

### INFORMATION ABOUT THE PRICING

#### Minimum Monthly Charge

The following details the minimum monthly charges and total minimum costs associated with this plan.

Monthly Fee	\$89.95
Data Allowance	No Limit

#### Connection Charges

Contract Length	Fee
24-Months	\$49.00
12-Months	\$99.00
1-Month	\$199.00

#### Total Minimum Cost

Contract Length	Total Minimum Cost
24-Month Contract	\$2,207.80
12-Month Contract	\$1178.40
1-Month Contract	\$288.95

#### Cost of 1MB of Data

N/A per MB within the included value.

#### Excess Data Charges

Not Applicable.

#### Plan Changes

You can change your plan during your minimum contract term. There are no costs to upgrade your plan. Downgrading your plan will incur a \$30.00 inc GST fee.

#### Early Termination Charge

Early termination charges apply based on: Months Remaining x Minimum Monthly Charge.

#### Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, will be give you 30-days' notice before the increase takes place.

### BIZ BROADBAND ADSL2+ UNLIMITED

#### BILLING INFORMATION

##### Billing

The pricing outlined in this Critical Information Summary are based on a full billing cycle. When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- Any additional/non-recurrent charges (e.g. call charges, connection, hardware fees etc).

##### Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account, EFT/Bank Transfer and payments by Cheque are free of surcharges. Paying by other methods may attract a fee; you can view other payment methods and any surcharges that may apply by reviewing our Schedule of Fees and Charges at: [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/)

##### Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost per month. Please see our schedule of fees and charges for Account & Billing related fees.

#### OTHER INFORMATION

##### Full Terms

This information is provided as a summary only. For our full terms please visit [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/) for our Standard Form of Agreement (SFOA).

##### Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

##### Contact Us

We're here to help, so if you have questions about your bill, your service or need technical assistance, please contact us on **1300 736 048**. Our service team are available between 9am and 5.30pm Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review

our complaint handling policy at [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/).

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au) as a last resort.

*The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document.*