

## ADSL Internet

### Information about the service

Fantel's ADSL connection may be delivered over Optus Wholesale, AAPT Wholesale or Telstra Wholesale to the demarcation or boundary point (first point of connection) at your premises.

#### Performance and availability

Connection speed is up to 24M/1Mbps.  
Throughput speeds may be slower and may vary due to many factors.

#### Required Equipment

You will require equipment such as a router, gateway or modem to be able to connect to Fantel's ADSL service.

#### Customer Service Guarantee (CSG) Waiver

The service fees and charges including setup pricing are based on new customers agreeing to waive the CSG.

#### Over Data Speed Shaping

By default all plans are shaped/slowed down once the data usage for the plan is exceeded. The speed will be reduced to 256k/256kbps and is reset at the beginning of the next month. Optional data packs are available to be purchased.

### Information about pricing

Download Connection Speed	SMALL	MEDIUM	LARGE
Monthly Charge	\$27.95	\$39.95	\$59.95
Monthly Data Quota	10GB	200GB	600GB
Minimum Total Cost on 24 Month Contract	\$670.80	\$958.80	\$1,438.80
Minimum Total Cost on 12 Month Contract	\$434.40	\$578.40	\$818.40
Minimum Total Cost on 1 Month Contract	\$226.95	\$238.95	\$258.95
Minimum Charge in 1st Month (24 Month Contract)	\$27.95	\$39.95	\$59.95
Minimum Charge in 1st Month (12 Month Contract)	\$126.95	\$138.95	\$158.95
Minimum Charge in 1st Month (No Lock-in Contract)	\$226.95	\$238.95	\$258.95
<b>Other Fees</b>	<ul style="list-style-type: none"> <li>• Setup fee \$0 on 24 month contract, or \$99 on 12 month contract, or \$199.00 on no lock-in contract</li> <li>• Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.</li> <li>• Pre-configured modem routers available to purchase includes shipping and delivery for \$143 or \$189 (depending on model).</li> </ul>		
<b>Early Termination Charge</b>	Contract payout fee up to \$350 (applicable on 12 or 24 month contract only)		
<b>Change of Speed Fee</b>	Speed change of \$33.00		

### Other information



## CRITICAL INFORMATION SUMMARY

### Monitoring your usage

You may view your usage by logging into our member's portal. Access it from <https://my.fantel.com.au/>.

### Billing

Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Each bill includes usage charges and the minimum monthly charge in advance.

A \$2.20 invoice payment and handling fee will be charged if you are not setup for automatic payment using a credit card.

### Customer service details

For further assistance, please contact our customer service centre on 02 8332 3030 Option 1.

If you wish to make a complaint, please contact our complaints resolution team on 02 8332 3030 or lodge your complaint by emailing [complaints@fantel.com.au](mailto:complaints@fantel.com.au).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Fantel Pty Limited, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. Calling 1800 062 058; or
- b. Emailing to [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. Faxing to 1800 630 614; or
- d. By post to PO Box 276, Collins Street West, VIC 8007.