

Information About the Service

ADSL is a broadband service for delivering high speed Internet to Australian residential and businesses. ADSL covers both ADSL 1 and ADSL 2+ (where available) services and is only available where telephone exchange have been enabled with ADSL technology.

We provide ADSL services using a mix on backend network providers including Telstra, Optus and AAPT and will always provide the most reliable and cost effective ADSL port based on your location.

All ADSL services are available in 1, 12 or 24 month terms. If you elect to cancel the term when signed up to a 12 or 24 month term an early termination fee will be payable.

What is Included:

- High Speed Internet service

What is not Included:

- ADSL Router/Modem
- Telephone Line
- Dishonour and late payment fees

Important Restrictions:

- You must have a standard telephone line connected to use this service

Important Qualifications:

- Requires an Australian standard telephone line
- Requires available ports at the telephone line exchange

Information About Pricing

Setup Fees:

Setup fees vary depending on the length of contract:

- 1 month term - \$160 up front and once off
- 12 month term - \$55 up front and once off
- 24 month term - Included

Minimum Monthly Fee:

Plan	Monthly Data (GB)	Monthly Charge	Setup Fee	Minimum Term (Months)	Total Minimum Cost	Unit Cost 1MB of Included Data
AAPT Port (1 Month Term)	10	\$30	\$160	1	\$190	\$0.003
Optus Naked Port (1 Month Term)	10	\$43	\$160	1	\$203	\$0.0043
Telstra Zone 1 Port (1 Month Term)	10	\$39	\$160	1	\$199	\$0.0039
Telstra Zone 2-3 Port (1 Month Term)	10	\$45	\$160	1	\$205	\$0.0045

- *Monthly Data = Uploads and Download combined, 1000MB of data = 1G*

All prices include GST and are valid as of 28/10/15.

- There are no excess data fees, when you reach your monthly data limit your service will have the speed reduced to 128kbps for both uploads and downloads.
- If required a single static IP address (/32) can be assigned if required.

Service Add On:

- Bundle Telstra PSTN Line (Requires Telstra ADSL Port with us) - \$22 extra per month
- Additional - 200GB of Monthly Traffic - \$8 extra per month
- Additional - 500GB of Monthly Traffic - \$13 extra per month
- Unlimited Monthly Traffic - \$19 extra per month

Service Cancellation

If you wish to cancel your service before the end of the term. The following early termination fees will apply:

- 12 Month Term - \$100
- 24 Month Term - \$120

Other Information

This is a summary only. For full product details, including all fees and charges please visit: <http://www.url.net.au/services/adsl-plans/>

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your download usage by visiting <https://billing.url.net.au> and selecting the "Data Usage" link. This will display your current month's Data Usage which is updated daily.

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: <http://www.url.net.au/legal/>

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

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