

Harbour Of Technology Pty Ltd

Critical Information Summary

ADSL2+ Broadband plans

Information About The Service

The service:

ADSL2+ Broadband is a service that delivers high-speed broadband nationwide via our broadband network. ADSL2+ Broadband requires a basic telephone service in order to function. You can use a suitable telephone service from another provider and pay the standard pricing.

You will require an ADSL2+ modem to connect your service. If you don't already have one, HOTNET can sell or rent you a suitable device at additional cost.

ADSL2+ availability can be checked at : <http://www.adsl2exchanges.com.au/>

Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges. You will require an NBN-compatible router if you want to connect multiple devices at once. The router will need to be WiFi or VoIP enabled if you want to connect wireless devices. HOTNET can provide you with a WiFi modem at no additional cost.

Mandatory components:

You will require a modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

Minimum term:

The service is available with a minimum term of 12 months.

Important conditions:

This service may not be available at your location. Please go to <http://www.adsl2exchanges.com.au> or call us to find out if you can be connected to this service at your location. This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Minimum and Maximum monthly charge:

Monthly included allowance	30 GB	60 GB	200 GB
Minimum and Maximum monthly charge 12 month contract	\$55.00	\$60.00	\$85.00
Minimum and Maximum charge for entire term	\$660.00	\$720.00	\$1020.00

The maximum monthly charge depends on whether you choose to renew your data allowance before the end of your current usage month. To reset your data allowance you can call or email us any time by calling 1300653660 or by sending an email to accounts@hot.net.au. You will be charged your standard monthly plan amount again for that month. If you exceed your monthly download limit your service will be speed shaped, 256KBPS, no excess is charged.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. This fee is \$200

Unit Pricing Information:

Monthly included allowance	30 GB	60 GB	200 GB
Cost of using 1GB incl. in allowance, 12 month contract	\$1.83/GB	\$1.00/GB	\$0.43/GB
No excess data charges, speed shaped.			

Other Information

Usage information:

You can monitor your usage at <http://hot.apcs.com.au/ezy2/members/> or by calling us on 1300653660.

Data use is counted both ways, uploads and downloads.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300653660 or by sending an email to support@hot.net.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>