

Critical Information Summary

Powercom Pacific ADSL1 & ADSL2+ Better Choice Plans

Information about the Service

Powercom Pacific can provide ADSL1 and ADSL2+ broadband services to customers nationwide.

All ADSL plans are provided as Internet Grade “Best Efforts” services. Speeds are shown in downstream/upstream format and are theoretical maximum speeds. Actual speeds may be less due to factors including network configuration, line quality & length, exchange type, customer premises interference, traffic and equipment. More information can be found on our website at www.powercompacific.com.au/service-speed-rating/

Bundling

You can bundle your telephone service (for \$29.95 per month) with the majority of these plans and receive a discount on the Internet component for doing so. You can transfer your phone service from another provider at no cost. Please contact us if you would like to bundle your phone line with us.

Requirements for ADSL1 & ADSL2+

You will require an active phone line for broadband to be connected; you may choose to keep your existing phone provider or transfer to Powercom Pacific allowing you to benefit from bundling phone and Internet together. A modem is required for ADSL1 & ADSL2+ connections, bring your own or purchase one from us and we will post it to you fully configured and ready to connect.

Minimum Terms

All ADSL1 & ADSL2+ services are available on a no contract month to month arrangement. All new ADSL connections have a setup fee of \$110.00 deferred and waived if the service is connected for over 12 months.

Information about Pricing

Monthly Charges

ADSL/ADSL2+	Included Data	Monthly Charge	Total Minimum Price*
Better Choice ADSL 50	50 GB	\$69.95 (\$1.40 per GB)	\$179.95
Better Choice ADSL 50 & Phone	50 GB	\$59.95 (\$1.20 per GB)	\$169.95
Better Choice ADSL 100	100 GB	\$79.95 (\$0.80 per GB)	\$189.95
Better Choice ADSL 100 & Phone	100 GB	\$69.95 (\$0.70 per GB)	\$179.95
Better Choice ADSL 250	250 GB	\$89.95 (\$0.36 per GB)	\$199.95
Better Choice ADSL 250 & Phone	250 GB	\$79.95 (\$0.32 per GB)	\$189.95
Better Choice ADSL 500	500 GB	\$99.95 (\$0.20 per GB)	\$209.95
Better Choice ADSL 500 & Phone	500 GB	\$89.95 (\$0.18 per GB)	\$199.95

*The total minimum price includes the setup fee (\$110.00) plus one month of monthly plan cost

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ADSL Service Charges	Description
Transfer (Churn) an existing ADSL Service to Powercom Pacific	Free
ADSL Line Speed Change	Free
Relocate any Existing Powercom Pacific ADSL Service	\$99
Static IP Address (Per Address)	\$10 per month
Netcomm NB604 Modem Router Ethernet (4 port)	\$99
Netcomm NB604N Modem Router Ethernet (4 port) & Wi-Fi	\$149
Modem Postage	Free

Excess Usage

Both uploads and downloads count towards your monthly included data allowance. There are no excess charges if you go over your monthly plan allowance of data, instead your data traffic will be slowed down to 256Kbps.

Cancellation Fees

If you cancel your ADSL1 or ADSL2+ service within 12 months of connecting, you will be required to pay the initial setup fee of \$110.00 - billed as an Early Termination Fee.

Other Information

Usage Information

Powercom Pacific customers can obtain account information and usage in an Account Toolbox via our website at <http://toolbox.powercompacific.com.au/>. Please note that mobile broadband records may not be displayed in real time and could be delayed up to 48 - 72 hours.

Customer Service Contact

You can contact our Powercom Pacific Customer Support representatives for billing, sales or support via email at support@powercompacific.com.au; or telephone on **1300 794 969**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing wither via email to enquiries@powercompacific.com.au or via hard copy to:

*Powercom Pacific
Att: Operations Manager
PO Box 1749
Geelong VIC 3220*

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint

This document is a summary only, for Full Terms and Conditions please visit our website at <http://www.powercompacific.com.au/terms-conditions>