



[www.icisp.net.au](http://www.icisp.net.au)

Australia Wide

Telephone 8723 6262

<http://www.icisp.net.au>

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important information about your **5GB Metropolitan Broadband Plan**

It covers how much you need to pay each month.

Your plan is for a post-paid Asymmetric Digital Subscriber Line (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **6 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **5GB**

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on ADSL2+, instead traffic beyond the included data will be slowed to 64kb

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes.

### Information about pricing.

Your minimum monthly charge is **\$48.50**.

The minimum amount you'll pay is **\$291.00** over 6 months.

The cost for 1 MB of data included in this plan is \$0.0100

### CONNECTION CHARGE

Line Activation Fee **\$115.00**

Upgrade from ADSL 1 to ADSL 2 **\$60.00**

Churn fee from any participating ISP **\$60.00**

No Fault Found test **\$257.50**

Relocation-Change of Address **\$108.50**

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$97.50**. (this applies if you cancel under 6 months)

All prices Inc GST

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. Where ADSL 2+ is not available 8000kbps will be provided.

#### CONNECTION TIME FRAMES

Once we have accepted your application we will submit your application for connection.

We aim to connect the service within five working days of your request.

#### ON PEAK/OFF PEAK ALLOWANCE

n/a

#### BROADBAND SPEEDS

• Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.

• Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

#### BILLING

We will bill you in for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### WERE HERE TO HELP

If you have any questions, just call us on **(08) 8723 6262** so we can serve you better. Or you can visit us at <http://www.icisp.net.au> for additional information, including to access information about your usage of the service.

#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.icisp.net.au>

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>