

# KONNEKT BROADBAND PLAN

## OnNet ADSL2+ 50GB

### INFORMATION ABOUT THE SERVICE

#### Service description

The Konnekt Broadband OnNet ADSL2+ 50GB Plan provides you with a Konnekt ADSL2+ Internet Service. ADSL2+ is a high speed Internet service that shares your existing phone lines, enabling access to the Internet while still being able to use your phone. This Monthly Plan includes an ADSL2+ Wi-Fi modem/router, and self installation.

#### What is included with the Monthly Plan

- Konnekt ADSL2+ Internet Service
- Konnekt ADSL2+ Wi-Fi modem/router (including one (1) ADSL2+ filter/splitter)
- monthly data allowance of 50GB
- help & support via our Konnekt Call Centre

#### What is not included

Installation at your premises by a Konnekt technician, if required.

Additional ADSL2+ filters or filter/splitters, if required.

Supply and installation of a central ADSL2+ filter/splitter, if required for your particular premises.

#### Service availability

This plan is not available in all areas or to all premises. The Internet service offered will be determined by what is available at your location. Konnekt ADSL2+ Internet services are also only available at premises that have an existing PSTN landline phone service with a provider such as Telstra or Optus. There may be technical or commercial reasons that affect our ability to connect a service at your address.

#### Monthly data allowance

Your included monthly Internet data allowance is 50 GBytes. In the event that your monthly data allowance is exceeded, there are no additional charges, but we will attempt to contact you to discuss service options. Your Internet service speed will be throttled to a maximum speed of 256 kbps.

#### Installation

Where possible, Konnekt will provide everything you need to be able to carry out installation yourself. We will pre-configure your modem/router, and send it to you along with instructions on how to install it. Konnekt will also provide installation assistance over the phone during business hours. If you have no specialised equipment (see next paragraph), then self-installation is usually quite simple. All you need is an ADSL2+ filter for each of your phone sockets - one is included with this plan, and additional filters are readily available from many retail stores, or from Konnekt, at additional cost.

If you have equipment such as a back-to-base alarm system, or an emergency pendant, installation by a qualified technician may be required, at additional cost. **Konnekt will discuss all of this with you beforehand, to ensure you have everything you need.**

Prior to installation, Konnekt will arrange for ADSL2+ to be enabled on your phone line. This takes 5-10 working days, and installation will therefore be arranged to occur on this day, or shortly after. Your Monthly Plan charges commence from this day.

### INFORMATION ABOUT PRICING

#### Monthly Charge

The Monthly Charge is \$45.00.

#### Minimum Term & Early Termination

The minimum term is 24 months. If your Monthly Plan is cancelled before the minimum term has ended, you will be charged an Early Termination Fee of \$65.

#### Total minimum plan cost

The total minimum plan cost is \$1,080.00 over 24 months.

#### Other Charges

Bills are emailed to your nominated email address each month. Should you require a paper bill, an additional fee of \$2.95 per bill will be charged.

A late fee of \$19.95 will be charged for overdue payments.

#### Billing and payment dates

Each bill will be sent to you during the first few days of each calendar month. Each bill is then due on the 15<sup>th</sup> of that calendar month, and automatic payment will be taken at that time.

#### Your first bill will be larger

If your service was installed part way through a month, no bill will be sent during that first part-month. Instead, a pro-rata amount for that part-month will be added to your first bill, which will be sent at the start of the first full calendar month. This means that **your very first bill will be larger**, as it includes a full month plus a part-month.

Your bill may include:

1. the Monthly Charge for the current calendar month
2. a pro-rata amount for the first part-month (first bill only)
3. Other Charges for non-recurrent items incurred (eg. paper bill fee, Videophone Preferences Change)

#### What happens after the minimum term?

Your Monthly Plan will continue unless we notify you otherwise, or you inform us you wish to change it or cancel it. New pricing and conditions may apply after the minimum term has expired.

#### Relocation

If you move house, it may be possible to relocate your Internet service to the new premises. This will be determined by what Internet services are available at your new location. Charges will apply for relocation of Internet service, removal from old premises, and installation and setup at new premises. **Please contact Konnekt for pricing specific to your locations and circumstances**, but indicative pricing is as follows:

- \$65 Internet relocation fee
- \$150 to remove from premises in metro area
- \$200 to reinstall at new location in metro area

## OTHER INFORMATION

### Internet speed

ADSL2+ theoretical maximum speeds are:

24 Mbps downlink, 1 Mbps uplink with "Annex A" option

20 Mbps downlink, 3 Mbps uplink with "Annex M" option

The actual speed of your Internet service depends on many factors including distance from the exchange, quality of the phone line between the exchange and your home, and the wiring within your home. Konnekt will implement Annex M where available. **Most customers achieve speeds less than these theoretical maximums.** The service is provided on a best effort basis, and no guarantee on actual speed can be provided.

### ADSL2+ synchronisation

ADSL2+ uses your copper phone lines, and depending on the condition of your lines and distance from the exchange, you should be aware that ADSL2+ may require your modem to re-synchronise signal with the exchange from time to time. When this occurs, it results in an Internet dropout for a minute or so. This is the reality for many ADSL2+ services, from all vendors, not just Konnekt. But we believe it is best to be honest about it up front.

For more information, please visit: [www.konnekt.com.au/faq](http://www.konnekt.com.au/faq)

### National Broadband Network (NBN)

If your premises moves onto NBN in the future, according to current NBN policy, you will be given 18 months notice by NBN Co before your ADSL2+ service ceases to work, and you will then be obliged to move onto an NBN Internet service. At that time, **this may mean a change or increase to your Monthly Charge.** Please note that NBN Co. policies may alter in the future, beyond our control.

The Konnekt ADSL2+ modem/router is suitable for use with some NBN installations (FTTH), and we will make every effort to transition you to NBN without cost, with assistance over the phone. However, it is possible that you may require new equipment and/or a visit by a Konnekt installer for reconfiguration of your modem/router, in which case charges will apply. Please contact Konnekt for options and costs.

### Customer complaints

For complaint resolution, please contact Konnekt using one of the options shown above. Please contact us first so that we can try to resolve your complaint quickly. If you are unhappy with the outcome, you may also contact the Telecommunications Industry Ombudsman in Australia on 1800 062 058.

### Calling emergency services and priority assistance

This service will not work if there is an interruption to your Internet connection or electricity supply.

This service is not intended to replace the telephone service that you use to call emergency services. You must maintain the landline or mobile phone service that you use to call emergency services and priority assistance.

The Videophone cannot be used to call emergency services such as the 000 number in Australia or the 911 number in North America. Konnekt does not offer Priority Assistance.

### Full terms and conditions

This is a summary only – for full terms and conditions, please visit [www.konnekt.com.au/tc](http://www.konnekt.com.au/tc).

### Customer service

If you have queries about this offer, or any enquiries about your bill, payment details, or technical issue, Konnekt can be contacted as follows:

CALL 1300 851 823

- select Option 1 for billing enquiries, or faults (a number for emergency after hours faults is provided)
- select Option 2 for sales enquiries, or to make changes to your Videophone Preferences, and for all other enquiries

FOR CALLERS OUTSIDE OF AUSTRALIA: +61 3 8637 1188

OTHER OPTIONS ....

- press the Konnekt Call Button on your Videophone
- visit [www.konnekt.com.au/contact](http://www.konnekt.com.au/contact)

For other help and information, see [www.konnekt.com.au/faq](http://www.konnekt.com.au/faq)

For Konnekt Hours Of Operation, see [www.konnekt.com.au/contact](http://www.konnekt.com.au/contact)