

## Information About The Service

Here is a summary of all the important information you need to know about Telecom West's Ethernet Zone1 SHDSL plans.

### Availability:

SHDSL is not available to customers in all areas. Availability depends on several factors including whether it is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over. Zone 1 is generally within a 200km radius from a General Post Office (GPO) in an Australian Capital City.

### Requirements:

SHDSL requires a PSTN telephone service in order to function but the line must not be active and in use as a telephone service. You have the choice of using a provider of your choice for this, or you may take up one of the Telecom West phone plans starting at \$33.59 and enjoy some of the great benefits you get when you bundle your services on the one bill.

You will require a SHDSL router in order to connect your service. A router must be purchased via Telecom West by the customer to receive this SHDSL service, this is so we can load the correct configuration to the hardware. This is included as part of the cost of the router. You can choose a suitable device from our range at an additional cost. When you purchase a router from us we will support, monitor and manage the router for you.

### Minimum Term:

Our Ethernet Zone1 SHDSL plans are available on a 24 or 36 month agreement.

### Included Features:

- 1:1 Standard Commit/Burst Ratio
- 99.95% uptime guarantee!
- Service provided on Telstra infrastructure!
- Fixed IP addresses!
- Un-metered uploads/downloads!
- 24/7 Tech support available!

## Information About Pricing

### Monthly Cost:

Plan Name	Speed	Included Monthly Data	Minimum Monthly Charge	Installation Cost	Total Min Cost* (24/36 Month Contract)
1U SHDSL	1MB / 1MB	Unlimited	\$699.95	\$399.95	24= \$16,798.80 / 36= \$25,198.20
2U SHDSL	2MB / 2MB	Unlimited	\$899.95	\$399.95	24= \$21,598.80 / 36= \$32,398.20
4U SHDSL	4MB / 4MB	Unlimited	\$1,499.95	\$699.95	24= \$35,998.80 / 36= \$53,998.20
10U SHDSL	10MB / 10MB	Unlimited	\$2,499.95	\$999.95	24= \$59,998.80 / 36= \$89,998.20

\*The total minimum cost on a 24 or 36 month contract is the minimum monthly charge multiplied by the amount of contracted months.

### Early Termination Fee:

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 of \$299 per SHDSL service as well as the minimum monthly access fee multiplied by the number of months remaining in your contract. You must also provide 30 days notice to us to disconnect a service.

### Connection Timeframe:

New connections should be running within 25 business days provided you have an active landline service and no complications arise. If you are transferring an existing SHDSL connection, once your application has been approved and no complications arise we should have your service running within 7 business days.

### Setup Fee:

All services are required to each pay an installation fee as per the above pricing table.

### Speed Change Fee:

All services are required to each pay a fee of \$449.95 if they wish to change their bandwidth.

### Non-Appointment Fee:

All services are required to each pay a fee of \$299.95 if a customer appointment is unable to be completed due to customer delay(eg. lack of cabling, missed appointment etc).

### Billing:

All our Ethernet Zone1 SHDSL plans are post paid. As a result, your first bill will be pro rata meaning you will be charged from the day your service was activated until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### SHDSL Relocations:

SHDSL Relocations are treated as entirely new installations as there is physical work required both at your premises and Telstra exchanges. For customers moving within buildings, that require an NTU to be moved to a different location (either same building or nearby building with the same lead in) we charge on a time and materials basis. If this service is required please request at time of signing contract. There will be extra charges for this service.

### Order Cancellation Fees:

For all our Ethernet Zone1 SHDSL plans, if an order is placed and subsequently cancelled during the installation an order cancellation fee applies. The order cancellation fee is based on the order stage when cancelled combined with the interface speed of the service as follows:

<u>Telstra Order Stage</u>	<u>Charge</u>
Order placed and accepted by Telstra	- 1MB, 2MB \$299.95 ; 4MB \$499.95 ; 10MB \$699.95
Installation of service commenced	- 1MB, 2MB \$599.95 ; 4MB \$999.95 ; 10MB \$1399.95
Service tested and ready for hand over	- 1MB, 2MB \$1199.95 ; 4MB \$1999.95 ; 10MB \$2799.95
Service handed over	- Full Early Termination Fee applies

### Other Fees:

Customers may request for installations to occur outside of normal Telstra business hours (7am to 7pm M-F). If this is required it should be requested at time of signing contract. There will be extra charges for this service.

The SDP or Service Demarcation Point is in the buildings MDF. Cabling after this point (MDF to IDF and internal office) is the responsibility of the customer to ensure is operational and compatible. We will organise cabling if required and charge on a time and materials basis. If this service is required please request at time of signing contract. There will be extra charges for this service.

Telstra will install an NTU at the customer site for each service. The NTU is provided for use solely as part of an SHDSL service. Ownership of this device remains with Telstra. End users must not modify the configuration of the NTU unless instructed to do so in writing or email by Telstra. If an NTU is lost or damaged, we will charge the customer for its replacement.

## Other Information

### Usage Information:

Customers can obtain information on their usage at <https://customerportal.telcoinabox.com/index.php?r=site/login&id=348>

### Customer Service Contact Details:

You can contact Telecom West customer service for Technical Support via 1300 739 331 or emailing: [support@telecomwest.com.au](mailto:support@telecomwest.com.au) , Account assistance via 1300 739 331 or emailing [accounts@telecomwest.com.au](mailto:accounts@telecomwest.com.au) , or for Sales assistance via 1300 739 331, or emailing: [enquiries@telecomwest.com.au](mailto:enquiries@telecomwest.com.au) . See [www.telecomwest.com.au/contactus](http://www.telecomwest.com.au/contactus) for more details.

### Dispute Resolution Process:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf](http://www.telecomwest.com.au/policies/ComplaintHandlingPolicyv1.1Dec2012.pdf)

### Telecommunications Industry Ombudsman:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (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](http://www.tio.com.au/making-a-complaint)