

critical information summary for your 500GB ADSL2+ broadband plan

Information About The Service

The service:

Cloud Telecom business ADSL2+ is a service offering fast speed internet access with a monthly included data allowance. The service is shaped and will slow to 256Kbps once you have used up all your included allowance.

Zone dependent pricing:

This service is only available to sites located in Zone 1. You can confirm your zone by calling us on 1800 358 339.

Bundling:

You must have a dedicated phone line with Cloud Telecom for this service to work.

Mandatory components:

You will require a modem/router for this service.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

This service may not be available at your location. Please 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 monthly charge:

Monthly included allowance	500 GB	1TB
Minimum monthly charge 24 month contract	\$49.95	\$59.95
Minimum charge for entire term	\$1198.80	\$1438.80

Maximum monthly charge:

The maximum monthly charge is the same as the minimum monthly charge detailed in the table above.

Early termination charges:

If you cancel a service or transfer a service away prior to the end of your contract term you will incur an early termination charge of \$220 per service.

Unit Pricing Information:

Monthly included allowance	500 GB	1TB
Cost of using 1GB incl. in allowance	\$0.10 per GB	\$0.06 per GB

Other Information

Usage information:

You can monitor your usage at <https://customerportal.utilibill.com.au/cloudtelecom/> or by calling us on 1800 358 339

Service Details:

This Cloud Telecom ADSL service is provided using the Telstra network. Cloud Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

For further information on the Telstra network please visit <http://www.telstra.com.au>

Broadband Speed:

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.

Availability:

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 358 339.

You can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

Telecommunications Industry Ombudsman

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.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

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

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of January 2014.