



IDL Internet

Dialup - ADSL - Wireless Broadband

Your local choice! :o)

1/4 Callistemon Close, Warabrook.

PO Box 279, IIRMC, NSW, 2310.

Phone: (02) 4940 6777

Fax: (02) 4940 6778

ARN: 53 076 582 280

Critical Information Summary

ADSL & ADSL2 + Land Line Broadband.

Information About The Service

ADSL allows you to connect at broadband speeds using your existing phone line and an ADSL Modem/Router. This technology allows you to use the internet and your telephone at the same time. We can provide ADSL/ADSL2+ on most land lines in NSW and Naked ADSL2+ from selected Newcastle Exchanges.

Bundling

You must have a dedicated, working and active phone line for this service to work. This service is not conditional on you having a phone line with us and equally the 3rd party phone line rental is not included in the service charges.

Mandatory Components

You will require a modem/router for this service. You also require a connected land line to utilise this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Land line rental is also not included in the monthly cost.

Minimum Term

The service is available with a minimum term of 12 months.

Important Conditions

This service may not be available at your location. Please go to our website www.idl.net.au or 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 monthly cost.

Information About Pricing.

ADSL & ADSL 2

Plan	Maximum Download Speed	Gigabytes Included	Monthly Charge (with unit pricing)	Minimum Charge over 12mths (with \$49 connection fee)
Bronze	20Mbps or 8Mbps	20Gb	\$39.95 (\$2.00/Gb)	\$528.40
Silver	20Mbps or 8Mbps	50Gb	\$49.95 (\$1.00/Gb)	\$684.40
Gold	20Mbps or 8Mbps	100Gb	\$59.95 (\$0.60/Gb)	\$768.40
Platinum	20Mbps or 8Mbps	200Gb	\$69.95 (\$0.35/Gb)	\$888.40

Maximum Monthly charge.

Additional gigabytes are free however service will be slowed to 128kbps (in both directions) once the included limit is reached. Purchasing additional data Blocks speed you back up if you reach your data limit. The maximum monthly charge depends on whether you have chosen to consume additional data via the purchase of data blocks.

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Set Up Fee

Connection Fee ADSL or ADSL2+	Customer / Connection Type	Contract Period
\$29.00	Existing IDL Customer or churning from another participating ISP.	12 Months (Minimum cost over 12 months is \$508.40)
\$49.00	BYO Router Bring it in and we will re-configure it for free.	12 Months (Minimum cost over 12 months is \$528.40)
\$79.00	Single Port ADSL Router Included Pre-Configured by IDL and ready to go.	12 Months (Minimum cost over 12 months is \$558.40)
\$99.00	4 Port Router with WiFi Included Pre-Configured by IDL and ready to go.	12 Months (Minimum cost over 12 months is \$578.40)

Early Termination Charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage Information

You can monitor your usage at www.idl.net.au or by calling us on 02 4940 6777

Enquiries, feedback and complaints.

We are committed to providing you with excellent service. Please contact us by calling 02 4940 6777 or by sending an email to helpdesk@idl.net.au if you have any questions, or would like to give feedback or complain.

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: 1 800 630 614

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 February 2014

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