



IDL Internet

Dialup - ADSL - Wireless Broadband

Your local choice!

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

Ethernet First Mile (EFM)

Information About The Service

Utilising multiple dedicated copper phone lines and a technology called Ethernet First Mile (EFM) we are able to provide Broadband services for customers on Newcastle, Hamilton & New Lambton Telephone exchanges at speeds up to 50Mbps inbound and outbound. IDL Infrastructure, everything but the copper cable is owned and operated by IDL. Provisioned 1:1, Meaning the last mile is dedicated bandwidth just for you. Unlimited Downloads, No bill shock all EFM plans include unlimited downloads and uploads. It Supports VoIP, RDP, Citrix & everything else you would expect from a normal cable, fibre or ADSL2+ Service.

Bundling

No bundling is required for this service.

Mandatory Components

A land line is not required. IDL provide dedicated copper phone lines. You will require a EFM router/modem for 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. Please contact us for further information.

Minimum Term

This Service is available with a minimum term of 12months or 24months.

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.

Information About Pricing

Unlimited Symmetrical Bandwidth	Copper Pairs Required *	Monthly Charge	Minimum cost over 12 months (including \$495 connection fee)	Minimum cost over 24months (free connection fee)	
5Mbps	1	\$310.00	\$4215	\$7440	
	2	\$370.00	\$4935	\$8880	
	3	\$430.00	\$5655	\$10320	
	4	\$490.00	\$6375	\$11760	
10Mbps	1	\$460.00	\$6015	\$11040	
	2	\$520.00	\$6735	\$12480	
	3	\$580.00	\$7455	\$13920	
	4	\$640.00	\$8175	\$15360	
15Mbps	2	\$645.00	\$8235	\$15480	
	3	\$705.00	\$8955	\$16920	
	4	\$765.00	\$9675	\$18360	
	20Mbps	2	\$720.00	\$9135	\$17280
3		\$780.00	\$9855	\$18720	
4		\$840.00	\$10575	\$20160	
30Mbps		3	\$1080.00	\$13455	\$25920
	4	\$1140.00	\$14175	\$27360	
	40Mbps	3	\$1380.00	\$17055	\$33120
		4	\$1440.00	\$17775	\$34560
50Mbps		4	\$1740.00	\$21,375.00	\$41,760.00

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Connection Fee	Connection Type	Contract Period
\$0.00	Includes CPE & Basic Router	24 Months (Minimum cost over 24 months on 5Mbps single pair is \$7440.00)
\$495.00	Includes CPE & Basic Router	12 Months (Minimum cost over 12 months on 5Mbps single pair is \$4215.00)

Maximum Monthly Charge

The maximum monthly charge is inclusive. No excess data expenses apply.

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

Equiries, feedback and complaints.

We are committed to providing you with excellent service. Please contact us byu calling 902 0 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.

Your can contact the TIO as follows:

Phone : 1800 062 058

Fax: 1 800 630 614

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

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