



# 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

### Hunter Wide Fixed Wireless Broadband

#### Information About The Service

IDL owns and operates a Fixed Wireless Broadband network consisting of some 30 towers covering as far South as Toronto, Warners Bay, Wallsend, Newcastle, Hexham, Thornton, Maitland, Rutherford, Pokolbin, Mt Thorley all the way north to Singleton.

This broadband service offers three different speeds of internet access and three different download/upload data limits. When your allowance is reached your speed is reduced to 64Kbps or you may continue using the service at the same speed by purchasing 'Extra Data Blocks.'

#### Bundling

n/a

#### Mandatory Components

A land line is not required. You will require a 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](http://www.idl.net.au) or call us to find out if you can be connected to this service at your location.

#### Information About Pricing

Speed	Bronze (20Gb/10Gb)	Minimum Cost Under 12mth Contract (inc \$395 connection fee)	Minimum Cost Under 24mth Contract (inc \$199 connection fee)
124/128 kbps	\$49.95	\$994.40	\$1,397.80
2048/256 kbps	\$69.95	\$1,237.40	\$1,877.80
10000/512 kbps	\$89.95	\$1,474.40	\$2,357.80

Speed	Gold (50Gb/25Gb)	Minimum Cost Under 12mth Contract (inc \$395 connection fee)	Minimum Cost Under 24mth Contract (inc \$199 connection fee)
124/128 kbps	\$59.95	\$1,114.40	\$1,637.80
2048/256 kbps	\$79.95	\$1,354.40	\$2,117.80
10000 /512 kbps	\$99.95	\$1,594.40	\$2,597.80

Speed	Platinum(100Gb/50Gb)	Minimum Cost Under 12mth Contract (inc \$395 connection fee)	Minimum Cost Under 24mth Contract( inc \$199 connection fee)
124/128 kbps	\$79.95	\$1,354.40	\$2,117.80
2048/256 kbps	\$99.95	\$1,594.40	\$2,597.80
10000 /512 kbps	\$129.95	\$1,559.40	\$3,118.80

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## **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.

## **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.

## **Unit Pricing Information**

Speed	Bronze (20Gb/10Gb)	1GB cost under 12mth/24 contract
124/128 kbps	\$49.95	\$2.50
2048/256 kbps	\$69.95	\$3.50
10000/512 kbps	\$89.95	\$4.50

Speed	Gold (50Gb/25Gb)	1 GB cost under 12mth/24 contract
124/128 kbps	\$59.95	\$1.20
2048/256 kbps	\$79.95	\$1.60
10000 /512 kbps	\$99.95	\$2.00

Speed	Platinum(100Gb/50Gb)	1GB cost under 12mth/24 contract
124/128 kbps	\$79.95	\$0.80
2048/256 kbps	\$99.95	\$1.00
10000 /512 kbps	\$129.95	\$1.30

## **Set Up Fee**

Contract Period	Installation Fee
24 Months	\$199.00 - Includes 4 port WiFi Router Minimum cost over 24 months is \$1,397.80
12 Months	\$395.00 Minimum cost over 12 months is \$994.40

## **Usage Information**

You can monitor your usage at [www.idl.net.au](http://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 902 0 4940 6777 or by sending an email to [helpdesk@idl.net.au](mailto: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