



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

IDL Rocket Broadband

Information About The Service

Our Rocket service bypasses typical phone lines and other restrictions delivering Broadband directly to you.

IDL provides the service right to your door so no expensive land line rental is required.

Bundling

n/a

Minimum Term

Service is paid in advance and provided for a minimum of 1 month.

Mandatory Components

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.

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

Plan	Monthly Allowance	Monthly Charge	Minimum Charge 1mth Contract Room4U	Minimum Charge 1mth Contract Tomago Van Park	Minimum Charge 1mth Contract Soque Apartments
Bronze	20gb	\$39.95	\$39.95	\$138.95	\$159.90
Silver	50gb	\$49.95	\$49.95	\$148.95	\$169.90
Gold	100gb	\$59.95	\$59.95	\$158.95	\$179.90
Platinum	200gb	\$69.95	\$69.95	\$168.95	\$189.90

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 not incur any early termination charges. The Service is paid in advance and provided for a minimum of 1 month.

Unit Pricing Information

Plan	Monthly Allowance	Monthly Charge	1 GB cost Under Monthly Plan
Bronze	20gb	\$39.95	\$2.00/GB
Silver	50gb	\$49.95	\$1.00/GB
Gold	100gb	\$59.95	\$0.60/GB
Platinum	200gb	\$69.95	\$0.35/GB

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Set Up Fees

Location	Connection Fee	Connection Type / Details
Room4u	\$ 0.00	Ethernet Ethernet to computer or cable router required
Tomago Van Park	\$ 99.00	Fixed Wireless Ethernet/Cable router required
Soque Apartments	\$ 119.95	ADSL2+ Direct ADSL2+ Modem/Router required

Other Information

n/a

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 by 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

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