



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

Naked ADSL2 +Land Line Broadband.

Information About The Service

Naked ADSL2+ allows you to get Broadband over the copper phone network without paying a separate line rental fee. We can provide Naked ADSL2+ from selected Newcastle Exchanges. Please give us a call to discuss.

Bundling

No bundling is required. You do not need a dedicated phone line for this service to work.

Mandatory Components

You will require a modem/router 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

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

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 cost. Please contact us for further information.

Information About Pricing.

ADSL 2

Plan	Maximum Download Speed	Gigabytes Included	Monthly Charge	Minimum Charge over 12mths
Bronze	20Mbps	20Gb	\$59.95	\$778.40
Silver	20Mbps	50Gb	\$69.95	\$898.40
Gold	20Mbps	100Gb	\$79.95	\$1,018.40
Platinum	20Mbps	200Gb	\$89.95	\$1,138.40

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.

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

Plan	Monthly Charge	1GB Cost under 12mth
Bronze (20Gb)	\$59.95	\$3.00
Silver (50Gb)	\$69.95	\$1.40

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Gold (100Gb)	\$79.95	\$0.80
Platinum (200Gb)	\$89.95	\$0.45

Set Up Fees

Connection Fee ADSL2+	Customer / Connection Type	Contract Period
\$59.00	Existing IDL Customer or churning from another participating ISP.	12 Months (Minimum cost over 12 months is \$778.40)
\$79.00	BYO Router Bring it in and we will re-configure it for free.	12 Months (Minimum cost over 12 months is \$798.40)
\$109.00	Single Port ADSL Router Included Pre-Configured by IDL and ready to go.	12 Months (Minimum cost over 12 months is \$828.40)
\$139.00	4 Port Router with WiFi Included Pre-Configured by IDL and ready to go.	12 Months (Minimum cost over 12 months is \$858.40)
\$159.00	4 Port Router with WiFi & VoIP Ready Included Pre-Configured by IDL and ready to go.	12 Months (Minimum cost over 12 months is \$878.40)

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

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