

About the Service

Here's a quick summary of all the important bits about your plan.

It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

This plan has a 24 month minimum term.

Information about Pricing

What's Included and Excluded?

Your SHDSL Internet service includes:

- Static IP Address

You receive a 1TB (1000 GB) Monthly Data Allowance, Your Monthly Data Allowance can be used at any time (day or night). Your Monthly Data Allowance expires each month.

Once you've used your included data allowance, excess data used will be charged at \$15 per GB (where 1 GB = 1000Mbs).

Pricing

The minimum monthly charge is dependent on which connection speed you choose:

Broadband Plan Details	SHDSL 399	SHDSL 599	SHDSL 899	SHDSL 999
Monthly Access Fee	\$399.00	\$599.00	\$899.00	\$999.00
Data Allowance	1 TB (.399c per GB)	1 TB (.599c per GB)	1 TB (.899c per GB)	1 TB (.999c per GB)
Speed	10 Mbps/ 10 Mbps	20 Mbps/ 20 Mbps	50 Mbps/ 50 Mbps	80 Mbps/ 80 Mbps
Static IP	Included	Included	Included	Included
Standard Installation	\$899.00	\$899.00	\$899.00	\$899.00
Minimum Term	24 Months	24 Months	24 Months	24 Months
Minimum Cost Over 24 months	\$9,576.00	\$14,376.00	\$21,576.00	\$23,976.00
Excess Usage Charge	\$15 per GB	\$15 per GB	\$15 per GB	\$15 per GB
Carrier	AAPT	AAPT	AAPT	AAPT

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

Other Information

Availability

SHDSL Internet is not available everywhere. This SHDSL service is delivered using Ethernet over Copper or Ethernet over first mile (EFM). Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get Ethernet in the First Mile Internet, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work

Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

Equipment

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Cisco 881 routers which are \$660 each.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Spend Management

A spend management tool is available to all TelcoHut customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/telcohut/>

We're here to Help

If you have any questions, just call us on 1300 478 007 so we can serve you better. Or you can visit us at www.telcohut.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.telcohut.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>