

## 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 an Unlimited Data Allowance each month. There are no peak or off peak restrictions on your use and no excess usage charges.

## Pricing

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

Broadband Plan Details	SHDSL 299
Monthly Access Fee	<b>\$299.00</b>
Data Allowance	UNLIMITED
Speed	Up to 10 Mbps/ 10 Mbps
Static IP	Included
Standard Installation	\$1,200.00
Minimum Term	24 Months
Minimum Cost Over 24 months (incl Installation charge of \$1200)	\$8376.00
Excess Usage Charge	NIL
Carrier	TPG

## Connection Charges

The installation fee is \$1,200 for all speeds and is a one off payment. This is for connection scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote.

## 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](http://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](http://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/>