



Critical Information Summary(CIS) ADSL2+ 500GB BroadBand Plan (unbundled)

[Information about the Service](#)

The Service: TelcoHut Home ADSL2+ is a service offering fast speed internet access with a monthly included data allowance. The service is shaped and will slow to 256Kbps once you have used up all your included allowance.

Zone Dependent Pricing: This service is available to sites located in zones 1 and 2. You can confirm your zone by calling us on 1300 478 007

Bundling: This service is not conditional on you having a phone line with us and the phone line rental is not included in the service.

Mandatory Components: You will require a modem/router for this service.

Minimum Term: The service is available with a minimum term of 24 months.

Important Condition: This service may not be available at your location. Please 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 Plan Pricing](#)

BroadBand Plan Details	TelcoHut
Monthly Access Fee	\$6
Data Allowance	500 GB (\$)
Access Usage Charges	No Access U
Speed	ADSL 2+ / (ADSL
Set Up Fee (Once Off) - New Connection	\$
Fast Churn Fee	\$
Minimum Term	24 M
Minimum Cost Over 24 months	\$1,6
Early Termination Fee (ETP) per service	\$22
Critical Information Summary (CIS)	CIS
Zone	1
Telstra categorise your local telephone exchange depending on the distance from a metropolitan area.	
To establish what zone your landline is connected to please call our Member Support team on 1300 478 007	

[Maximum Monthly Charge](#)

The maximum monthly charge is the same as the minimum monthly charge detailed in the table above.

[Unit Pricing Information](#)

Monthly included allowance	500 GB
Cost of using 1GB incl. in allowance	\$0.14 per GB

[Other Charges](#)

Type of Charge	Description (incl GST)
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Paper Invoice	\$3 per paper invoice charged each month for every paper invoice sent via postal service.
eBill	FREE
Credit Card Charge	- 1.6% fee charged for payments made by all VISA or MasterCard - 4% fee charged for payments made by American Express - 1.5% fee charged for BPAY payment via credit cards - 1.5% fee charged for payment made via Australian Post Credit Card
Cheque	\$2.20 fee charged for payment made via cheque; \$15 fee for dishonoured cheque
Australia Post	\$2.20 for payment via Australia Post
Direct Debits	FREE (\$3 per transaction for rejected Direct Debit)

Other Information

Usage Information: You can monitor your usage at <https://customerportal.utilibill.com.au/telcohut/> or by calling us on 1300 478 007

Service Details: This TelcoHut ADSL service is provided using the Telstra network. TelcoHut is responsible for the service to you (the Consumer) and is not affiliated or related to Telstra.

For further information on the Telstra network please visit <http://www.telstra.com.au>

Broadband Speed: 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.

Availability: ADSL2+ is not available to customers in all areas. In addition, it is important to note that “Fastest” Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

Enquiries, feedback, and complaints: We are committed to providing you with excellent service. Please contact us by calling 1330 478 007.

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’.

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.

TelcoHut Fair Go™ Policy: TelcoHut Fair Go policy is applicable to excessive and unreasonable use of this plan. Kindly refer to details of TelcoHut’s Fair Go policy on www.telcohut.com.au/policies.

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.

Telecommunications Industry 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/>