



**Critical Information Summary
ADSL2+ Service 12 Month Contract**

Information about the Service

Description of the Service	Our ADSL2+ broadband service offering fast speed voice internet access with a monthly included data allowance of 50GB or 100GB depending on your plan choice.
Hardware	Applied VoIP services are supplied exclusively for connection to Toshiba CIX, IPedge and Toshiba hosted IP PABX business phone systems. You will require a modem/router for this service. The monthly fee does not include the cost for the Toshiba hardware or the modem/router but you may purchase one from us at an additional cost Please contact Applied VoIP on (02) 8014.9696 to arrange for a dealer to quote you on your system requirements.
Minimum Term	The service is available with a minimum term of 12 months.
Offer Inclusions	1 Static IP address 50 or 100 GB data included, depending on your plan choice
Offer Exclusions	No email address provided with this service.
Important Offer Conditions	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.
Important Limitations	ADSL2+ speeds will vary depending on the distance from the local exchange, the quality of the copper cable infrastructure in your area, internet traffic and your hardware and software. Applied VoIP cannot guarantee any specific speeds.
Important Recommendations	Ideally we recommend a dedicated internet service for your Applied VoIP traffic. This will help to ensure that basic internet activity such as web browsing and the downloading of emails does not affect the quality of your phone calls.
Your Monthly Data Allowance	Any unused data allowance expires at the end of each month.
Relocation	If you are within your contract term at the time of cancellation, the early termination fee will apply.

Information about Pricing (Excluding GST)

Set-up	\$125.00
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Minimum Monthly Charge (Excluding GST)

Monthly included allowance	50GB	100GB
Minimum monthly charge 12 month contract	\$65.00	\$75.00
Minimum charge for entire term	\$905.00	\$1025.00

Unit Pricing Information

Monthly included allowance	50GB	100GB
Cost of using 1GB incl. in allowance, 12 month contract	\$1.5084/GB	\$0.8542/GB



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Maximum Monthly Charge

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.
Excess monthly data charges per Mb: \$0.025

Early Termination Charges

If you cancel your service prior to the end of your contract term you will incur early termination charge of \$175.00 ex GST.

Billing Information

You will receive your monthly invoice/statement on the 1st of each month via email. The direct debit will be taken from your nominated account between 10-12th of the month. Your account fee is paid in advance (pro-rated for the first month) and phone calls are paid in arrears. For an example of our invoice and call charges, please visit our website on www.appliedvoip.com.au
<http://www.appliedvoip.com.au/AV/assets/files/SampleInvoice.pdf>.

If you want to obtain records of your previous bills from us, or view your current spend to verify that charges to be billed to you are correct, you can access our customer portal at:
<http://billing.appliedvoip.com.au> If you want to access bills which are more than 24 months old, there may be an additional charge.

Other Information

Usage	If you wish to check your Data Usage, please contact Applied VoIP customer service team on (02)8014.9696 or email accounts@appliedvoip.com.au
Customer Service	If you have any questions regarding your plan, technical support or service please call us on (02) 8014.9696 or email admin@appliedvoip.com.au
Complaints or Disputes Process	If you have a problem or complaint about your service please call us on (02) 8014.9696 or download Our Complaint Handling Policy at: http://www.appliedvoip.com.au/AV/assets/files/Complaint_Handling_Policy_v1.1.pdf
TIO Contact details	If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at www.tio.com.au