

## Critical Information Summary

### ADSL2+ Broadband Standalone

This is a summary only. See full product details at [www.meshtelco.com.au](http://www.meshtelco.com.au)

#### **Information About This Service**

Mesh is an ADSL2+ broadband service offering fast speed internet access with a monthly included data allowance. You can choose to have your speed reduced (shaped) to 64Kbps once you used up all your included allowance or you can continue using the service at the same speed and pay excess data charges.

#### **Bundling**

You must have a dedicated phone line with for this service to work. This service is not conditional on you having a phone line with us and equally the phone line rental is not included in the service. Please contact us if you wish to have a service that also includes a phone line with us.

#### **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**

ADSL Business broadband is available as:

- 12 months contract
- 24 months contract
- 36 months contract

#### **What's Included**

- Customer portal to be able to view your bills

#### **What's Not**

- A setup charge applies for month-to-month plans.
- You are responsible for providing a connected landline service (from Mesh or other carrier), ADSL modem or router, filters, splitters where the plan is not bundled.
- Any cabling required at your premises beyond the network boundary is your cost and responsibility.
- A relocation charge applies if you transfer to a new location while on contract. This is treated as a new 12-month or 24-month contract.
- Dishonour and Overdue Account charges may apply if bills are not paid on time.

#### **Information About Pricing**

All prices include GST & are from.  
Data usage is counted in Kb. For billing purposes 1Mb = 1000Kb and 1Gb = 1000Mb.

#### **Total Minimum Cost**

Set up costs month to month - \$199, 12 months - \$60.50, 24 months - free.

<b>MeshInternet ADSL2+ Standalone</b>	
	Unlimited
Minimum monthly charge month to month contract	\$89.90
Minimum charge for entire term including set up cost	\$288.90
Minimum monthly charge 12 months contract	\$79.90
Minimum charge for entire term including set up cost	\$1019.30
Minimum monthly charge 24 months contract	\$79.90
Minimum charge for entire term including set up cost	\$1917.60

#### **Annex M**

Annex M is an option when available from your exchange for \$10 more on the unlimited plan.



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- Incorrect Call Out charges may apply if a Telstra technician attends your premises and the fault is with your equipment or cabling and no fault found(not with the Telstra network).
- Static IP's are not available on this service.

#### Important 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.

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.

#### Cancellation

We require one calendar month's written notice to cancel your service or change provider. Charges apply if you cancel during your contract term:

#### Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information via email but you can request a paper bill at a cost of \$3.00. Direct Debits are typically processed on the 15th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

#### Other Information

##### Keeping an Eye on Usage

You can monitor your usage by calling us on 1300 080 820. We will also send email/SMS notifications when you reach ~50%, ~85% and ~100% of your monthly quota.

##### Changing Plans

You can upgrade or downgrade your plan at any time. Changes come into effect at the beginning of the next billing cycle. A \$25.00 charge applies if you choose to downgrade your plan before the end of the contract term.

#### Data Usage

The data usage is based on the contract you sign up to.

#### Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

When your contract expires, you will be charged month-to month (no contract).

#### 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.

#### Annex M

Annex M is an option when available from your exchange for \$10 more on the unlimited plan.

Unit pricing information		
Monthly Included allowance	200GB	500GB
Cost of using 1GB incl. In allowance 12 month contract	\$0.295/GB	\$0.138/GB
Cost of using 1GB incl. In allowance 24 month contract	\$0.295/GB	\$0.138/GB

#### Excess Usage

There are no excess usage charges. If you reach your monthly quota limit, we will shape (slow) your traffic speed to 256Kbps until the beginning of the next billing period including uploads.

#### ADSL Network Partners

Mesh provides ADSL broadband through our wholesale partners:

- AAPT
- iBOSS

You will be provided with the best (fastest) service available from



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#### Contact Details

Phone: 1300 080 820

Fax: 1300 031 288

Email: [customersuccess@meshtelco.com.au](mailto:customersuccess@meshtelco.com.au)

Website: [www.meshtelco.com.au](http://www.meshtelco.com.au)

#### Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 1300 080 820 or by sending an email to [customersuccess@meshtelco.com.au](mailto:customersuccess@meshtelco.com.au) if you have any questions, would like to give feedback or complain.

your local exchange. You cannot select your network.

#### Telecommunications Industry Ombudsman (TIO)

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.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

TTY: 1800 675 692

National Relay Service Call on 1800 555 677 then ask for 1800 062 058

[www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

PO Box 276, Collins Street West, VIC 8007