



Critical Information Summary

Business ADSL/ADSL2+/ANNEX M

Information about ADSL / ADSL2+ / ANNEX M

- **ADSL**

Asymmetric digital subscriber line (ADSL) is a type of digital subscriber line (DSL) technology, a data communications technology that enables faster data transmission over copper telephone lines than a conventional voice band modem can provide.

(Ref: http://en.wikipedia.org/wiki/Asymmetric_digital_subscriber_line)

- **ADSL2+**

ADSL2+ extends the capability of basic ADSL by doubling the number of downstream channels. ADSL2+ is capable of doubling the frequency band of typical ADSL connections

(Ref: <http://en.wikipedia.org/wiki/G.992.5>)

- **ANNEX M**

Annex M is an optional specification in ITU-T recommendations. ADSL2 and ADSL2+, also referred to as ADSL2 M and ADSL2+ M. This specification extends the capability of commonly deployed Annex A by more than doubling the number of upstream bits.

(Ref: http://en.wikipedia.org/wiki/ITU_G.992.5_Annex_M)

The service:

ADSL/ADSL2+/ANNEX M service offers high speed internet access with a monthly included data allowance.

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:

12 month minimum term.

Important conditions:

This service may not be available at your location. Please go to our website <https://i.net.au/adsl/> or call us to find out if you can be connected to this service at your location.

This service provides you with a static IP address.

Information about Pricing:

- A \$120 establishment fee applies to new ADSL/ADSL2+/Annex M services.
- A \$50 establishment fee applies to services churning from another ISP.
- Naked DSL+ is an additional \$25 per month.
- ANNEX M will be supplied where available.
- All prices include GST.
- Speeds are maximum attainable. Actual speeds achieved on your service will vary depending on several factors including distance from the local exchange.
- Maximum monthly charge: The maximum monthly charge is as stated.
- Total cost over 12 months \$960 excluding establishment or churn fee.

Early termination charges:

The remaining months of the contract will be requested as a final payment.

Other Information:

What is a Kilobyte <http://en.wikipedia.org/wiki/Kilobyte>

What is a Megabyte <http://en.wikipedia.org/wiki/Megabyte>

What is a Gigabyte <http://en.wikipedia.org/wiki/Gigabyte>

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 03 9885 4655 or by sending an email to host@i.net.au.

Understand your Data usage over Internet:

http://en.wikipedia.org/wiki/Bit_rate#Multimedia

Telecommunications Industry Ombudsman

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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