

Australia Power Control Systems Pty Ltd

Critical Information Summary

ADSL Fibre plans

Information About The Service

The service:

ADSL2+ Broadband is a service that delivers high-speed broadband nationwide via our broadband network.

ADSL2+ Broadband requires a basic telephone service in order to function. You can use a suitable telephone service from another provider and pay the standard pricing. You will require an ADSL2+ modem to connect your service. If you don't already have one, APCS can sell or rent you a suitable device at additional cost. ADSL2+ availability can be checked at : <http://www.adsl2exchanges.com.au/>

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:

The service is available with a minimum term of 12 months or 24 months.

Important conditions:

This service may not be available at your location. Please go to <http://www.adsl2exchanges.com.au> or 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

Maximum monthly charge:

The maximum monthly charge depends on whether you choose to renew your data allowance before the end of your current usage month. To reset your data allowance you can call or email us any time by calling 1300300056 or by sending an email to support@key.net.au. You will be charged your standard monthly plan amount again for that month. If you exceed your monthly download limit your service will be speed shaped, 256KBPS, no excess is charged.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. This fee is \$200 .

Other Information

Usage information:

You can monitor your usage at <http://retail.apcs.com.au/ezy2/members/> or by calling us on 1300300056.

Data use counted both ways, uploads and downloads.

All plans are shaped plans, no excess fees are applicable for going over the included quota.

Information about Pricing

Minimum and Maximum monthly charge

Monthly Included Allowance*	Minimum and Maximum Monthly Charge 12 Month term	Minimum and Maximum charge for entire term	Minimum and Maximum Monthly Charge 24 Month term	Minimum and Maximum charge for entire term	Cost of 1GB included in plan
20GB / 40GB	49.95	599.40	49.95	1198.80	\$0.83 / GB
30GB / 60GB	54.95	659.40	54.95	1318.80	\$0.61 / GB
40GB / 80GB	59.95	719.40	59.95	1438.80	\$0.50 / GB
50GB / 100GB	64.95	779.40	64.95	1558.80	\$0.43 / GB
60GB / 120GB	69.95	839.40	69.95	1678.80	\$0.39 / GB
80GB / 150GB	79.95	959.40	79.95	1918.80	\$0.35 / GB
100GB / 180GB	89.95	1079.40	89.95	2158.80	\$0.32 / GB
120GB / UNL	99.95	1199.40	99.95	2398.80	UNL

* data is shown as On Peak / Off Peak, meaning 20GB / 40GB as 20GB On Peak, 40GB Off Peak. Off Peak is defined as data done between 1am and 9am, all other times are considered On Peak. UNL instead of a numeric value refers to UNLIMITED, which means there is no limit for the applicable time period.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.
Summary valid as of December 2016.

Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300300056 or by sending an email to support@key.net.au if you have any questions, would like to give feedback or complain.

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: 1 800 062 058

Fax: 1 800 630 614

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

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