AusBBS CRITICAL INFORMATION SUMMARY
ADSL Services - Residential

September 2018

INFORMATION ABOUT THE SERVICE
AusBBS ADSL delivers high-speed broadband nationwide.

Requirements & availability
ADSL requires an active PSTN telephone service in order to function. Currently AusBBS is not offering PSTN services so you will need to source this from another provider. Once you have an active PSTN telephone service in place you can then order an AusBBS ADSL service.

Your eligibility for particular plans will depend on the telephone exchange zone in which your phone line is situated. Please note that zone results from the availability form are a best estimate only. AusBBS does not guarantee that your actual exchange zone will be a match to the results in this checker. If you order a service with AusBBS and the actual exchange zone is different from the exchange result, AusBBS will contact you before proceeding with the order to confirm that you wish to amend your order to an ADSL plan available in the actual exchange zone result. In such cases if you elect not to proceed, your initial deposit will be fully refunded.

You will require an ADSL modem to connect your service. AusBBS can sell you a suitable device at an additional cost. Note AusBBS will connect ADSL2+ ports subject to availability in your exchange. Where no ADSL2+ ports are available the next fastest available ADSL port will be used. AusBBS may also utilise an ADSL1 port where the distance between the exchange and the customer's property is over 2000 cable metres and the customer connection is unstable.

Minimum Term
1 month – setup fee $55,

INFORMATION ABOUT PRICING
All ADSL2+ plans with included data allocations are shaped to 256k once the usage quota has been exceeded. Data is then unlimited at the shaped speed.

AUSBBS - ADSL2+ Plans	Total Minimum Price	
ADSL2+ On-Net	**Monthly Fee**	**Casual Contract**
ADSL2+ On-Net PAYG (See PAYG Rates Below)	$29.95	$84.95
ADSL2+ On-Net PAYG 50GB (256K shaping)	$39.95	$94.95
ADSL2+ On-Net PAYG 200GB (256K shaping)	$40.00	$95.00
ADSL2+ On-Net Unlimited	$35.00	$90.00
ADSL2+ On-Net Unlimited + Line Rental	$55.00	$110.00
AUSBBS - ADSL2+ Zone 1 Plans	**Total Minimum Price**	
ADSL2+ Zone 1	**Monthly Fee**	**Casual Contract**
ADSL2+ Zone 1 On-Net PAYG (See PAYG Rates Below)	$39.00	$94.00
ADSL2+ Zone 1 On-Net PAYG 50GB (256K shaping)	$40.00	$95.00
ADSL2+ Zone 1 On-Net PAYG 200GB (256K shaping)	$50.00	$105.00
ADSL2+ Zone 1 On-Net Unlimited	$55.00	$110.00
ADSL2+ Zone 1 On-Net Unlimited + Line Rental	$79.85	$134.85
AUSBBS - ADSL2+ Plans	**Total Minimum Price**	
ADSL2+ Zone 2	**Monthly Fee**	**Casual Contract**
ADSL2+ Regional On-Net PAYG (See PAYG Rates Below)	$46.00	$101.00
ADSL2+ Regional On-Net PAYG 50GB (256K shaping)	$54.95	$109.95
ADSL2+ Regional On-Net PAYG 200GB (256K shaping)	$59.95	$114.95
ADSL2+ Regional On-Net PAYG 500GB (256K shaping)	$72.00	$127.00
ADSL2+ Regional Unlimited	$80.00	$135.00
ADSL2+ Regional Unlimited + Line Rental	$89.85	$144.85

PAYG Rates Table

ADSL2+ Plan	Data Usage Amount	Cost per 1 GB	Cost per 1 MB
ADSL2+ On-Net PAYG	First 10GB (included in monthly fee)	$2.995	$0.010
ADSL2+ Zone 1 PAYG	First 10GB (included in monthly fee)	$3.900	$0.010
ADSL2+ Regional PAYG	First 10GB (included in monthly fee)	$4.600	$0.010
ALL ADSL2+ Plans	Per GB cost 10GB+	$0.850	$0.0008

September 2018

Monthly Charges
There are a range of AusBBS ADSL Broadband plans with differing data usage features. Each plan has a standard monthly price. This price does not include the AusBBS Phone costs. Note the Total Minimum Price in this category does include setup fees which differ depending on the Term and customer type and are set out below.

ADSL Plan Types
Cap Plans – Cap plans include a set data cap (sometimes referred to as a "data quota") available for use every month. If you use your full allocation on any given month your connection speed will be 'shaped', which means slowed down.   There are no excess fees for usage above the data cap.

PAYG Plans - Pay As You Go (PAYG) for ADSL connections. PAYG plans allow you to pay a smaller monthly access fee which includes the first 10 gigabyte (GB), then a rate of 85c for each GB of data you actually use.   This service is subject to our fair use policy and can be found on our website southernphone.com.au/fair-use

  PAYG plans are designed for users averaging 150GB or less per month. See the PAYG Rates table above.

Unlimited Plans – Unlimited Plans have no set limit on data usage. Subject to southernphone.com.au/fair-use.

On-Net Unlimited + Line Rental – This plan includes PSTN line rental in non-exempt services only.   Exempt services will incur a surcharge of $7 per month (most services are non-exempt).

PSTN line activation or install charges - $109*.
Due to the Telstra install charges being variable, if charges incurred by AusBBS are higher than $109 we will contact you to inform you of the charges and confirm before proceeding.

Excess Charges
Unlimited and CAP Plans have no excess usage fees. PAYG Plans are charged in accordance with the PAYG Rates Table above.

Early Termination Charge
Not applicable

Withdrawal Fees
Where you make contact with us requesting an NBN Internet Service, then elect to withdraw your submitted contract before connection, a fee of $100 is payable. Fee is waived if we provide an installation date more than 6 months from the date of order, or if no service can be provided.

OTHER INFORMATION

Usage Information
Log in Southern Phone https://www.southernphone.com.au

Customer Service Contact Details
For customer service please call us on 13 14 64.

Dispute Resolution Process
If you have a problem or complaint about your service please call us on 13 14 64.

Telecommunications Industry Ombudsman
If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit: www.tio.com.au/about-us/contact-us