

Critical Information Summary

ADSL2+ Broadband (Internet Only)

Information About the Service

ADSL is a broadband service that utilises existing copper telephones lines to send and receive data at speeds that far exceed traditional dial-up modems. ZettaNet provides ADSL and ADSL2+ services. ADSL provides download speeds up to 8Mbits. ADSL2+ provides speeds up to 24Mbits.

Service Requirements

ADSL and ADSL2+ services require your premises to have an active telephony service in order for the Broadband service to operate. ZettaNet can provide telephony services (from \$29 per month) or you may subscribe for a telephony service with another provider.

You will also require an ADSL compatible modem. An ADSL modem can be obtained from ZettaNet at an additional cost. Refer to www.zetta.net.au/support/purchase-new-hardware for modem pricing.

Service Availability

ZettaNet ADSL and ADSL2+ services are not available in all areas or premises. Refer to our online Availability Check - <http://www.zetta.net.au/services/internet/dsl2-broadband>

Minimum Term

ADSL and ADSL2+ services are available on 1 month, 12 month and 24 month contract terms. 12 and 24 month contract terms offer discounted connection fees. Early termination fees apply.

Information About Pricing

Plan Name	Minimum & Maximum Monthly Charge	Monthly Quota		Total Minimum Price (1 mth Contract)	Total Minimum Price (12 mth Contract)	Total Minimum Price (24 mth Contract)	Cost of 1MB Data within Monthly Quota
		Peak	Off Peak				
Home 1	\$59.00	25 GB	50 GB	\$279.00	\$828.00	\$1,416.00	\$0.00079
Home 2	\$69.00	40 GB	80 GB	\$289.00	\$948.00	\$1,656.00	\$0.00058
Home 3	\$79.00	60 GB	120 GB	\$299.00	\$1,068.00	\$1,896.00	\$0.00044
Home 4	\$99.00	70 GB	170 GB	\$319.00	\$1,308.00	\$2,376.00	\$0.00041
Home 5	\$109.00	100 GB	200 GB	\$329.00	\$1,428.00	\$2,616.00	\$0.00036

Total Minimum Price (1 mth Contract) includes the setup fee (\$220) plus 1 month plan fee.

Total Minimum Price (12 mth Contract) includes the setup fee (\$120) plus 12 month plan fee.

Total Minimum Price (24 mth Contract) includes 24 month plan fee with the setup fee being waived.

Peak Time: 06:00:00 – 17:59:59

Off Peak Time: 18:00:00 – 05:59:59

Upload data is not counted. No excess usage charges. Service speeds will be shaped to 256kbps down and 256kbps up. If you are shaped, you may purchase extra quota at an additional cost.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination and Plan Change fees.

Cancellation or alteration of your telephony service will result in the termination of the ADSL service.

Other Information

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 6pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

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