

# Critical Information Summary

## Express ADSL Ultimate - Home



### INFORMATION ABOUT THIS SERVICE

#### Description of the Service

This is for an ADSL or ADSL2+ fixed broadband service with Unlimited data use (uploads and downloads combined) per month. It provides access to the internet and associated data by sharing your existing telephone line. Allowing you to use the internet at the same time as using your phone.

#### Availability

This service is available in selected telephone exchange areas and subject to ADSL infrastructure, spare capacity and equipment being installed.

#### Equipment requirements

You need a basic telephone line, a compatible ADSL modem or router, and if using both phone and internet a Filter/Splitter to use this service. You can use your own modem or purchase one from Express.

#### Installation

This ADSL service runs over your existing telephone line. If you do not have a current telephone line connected, please check the relevant Phone line CIS for details regarding installation of that service. Installation of an ADSL modem is not included.

#### Minimum Term

You can get this plan on a 1 month (Freedom), 12 month (Balanced) or 24 month (Stable) contract

#### Bundling requirements

This plan does not require you to bundle any other Express Services. Although you will need to have a Telephone line connected for the ADSL service to run off. Express can also provide a Telephone line service if required, at additional cost.

#### What's included

This plan includes Unlimited data use (1GB = 1,000MB).

#### What's not included

We do not include an ADSL compatible modem or router, filters, splitters, nor installation of any modem. It also does not include a static or fixed IP address. A range of different modems can be supplied by Express for an additional cost.

No allowance is included for any telephone calls on this plan.

#### Upgrades and "Out of Area" or "Off Net" services

"Express UP" is an optional upgrade from 24/1 to 20/3 speeds for increased upload speeds. Exchanges without additional equipment (DSLAM's) installed for Express use are "Out of Area" "Regional" or "Off Net" services and are charged based on your location as defined by Telstra's Zone1 or Zone2/3 ratings.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge

Service Type	Contract Length in Months		
	1 Mth	12 Mth	24 Mth
Express	\$48.68	\$45.38	\$ 44.28
Express UP	\$64.08	\$60.23	\$ 58.58
Out of Area (Zone1)	\$64.08	\$60.23	\$ 58.58
Regional (Zone2/3)	\$70.68	\$66.83	\$ 65.18

#### Connection fees

A once only charge applies depending on your contract term.

	Express Exchanges	Out of Area Exchanges
1 month (month to month)	\$ 71.50	\$187.00
12 month contract	\$ 38.50	\$99.00
24 month contract	\$ NIL	\$NIL

#### Total minimum cost

Service Type	Contract Length in Months		
	1 Mth	12 Mth	24 Mth
Express	\$120.18	\$583.06	\$1,062.72
Express UP	\$135.58	\$761.26	\$1,405.92
Out of Area (Zone1)	\$251.08	\$821.76	\$1,405.92
Regional (Zone2/3)	\$257.68	\$900.96	\$1,564.32

#### Static or Fixed IP

There is no static or fixed IP available for these services.

#### Data cost and Excess Usage

The maximum cost of 1MB of data is	Undefinable
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#### Early termination charge (ETC)

An Early Termination Charge will be applied if you cancel this service prior to the completion of the contract term. The maximum charge will vary subject to the contract duration, and decrease over the contract period.

No contract – month to month = \$NIL
All contracts (Min monthly charge x months remaining) For example, if you canceled a 24 month contract after 12 months $\$1062.72 - (12 \times \$44.28) = \$531.36$ payable as an ETC

### Plan changes

You may change to a higher value plan during your contract term at a charge of \$25 per change. You will move to the changed plan at the start of the next monthly period.

### Payment processing fee

A \$2.20 processing fee will be charged each month for non-direct debit payments made by credit or charge card. If you pay by BPay, savings or direct debit, there are no processing fees.

### Paper invoice fee

A \$2.20 paper invoice fee will be charged each month if you choose to receive a paper bill.

## OTHER INFORMATION

### ADSL Speeds

The maximum advertised ADSL2+ download speed is 20Mbps, and ADSL download speed is 8Mbps, however the actual speed at your premises may be considerably slower. Actual download and upload speeds can be influenced by many factors, including location, data traffic flows, hardware and software. Wi-Fi connections are normally slower than hard-wired connections.

### Usage Information

Some unbilled usage may also be accessible by visiting <https://myaccount.expresstelecommunications.com.au/login>. Your usage will be subject to our "Fair Use Policy" see: <http://www.expresstelecommunications.com.au/pdfs/policy/FairUsePolicy.pdf>

If you need any assistance, contact our Customer Service team on 1300 397 737.

### Bills and billing

You will be issued with a bill on the same date each month, unless it is changed.

Minimum monthly charge/s figures in this Critical Information Summary are based on one month's charges.

You will be billed in advance for your Minimum monthly charge/s and in arrears for your usage.

### Your First Bill

Please note that your first bill will often be higher than normal because it will include pro-rata charges. It will include your minimum monthly charge (in advance), plus an additional minimum monthly charge (or portion of it) based on the number of days in the initial billing period. Plus any connection fees, hardware purchases and usage charges for the initial period.

### How to pay

You can pay for your service with BPay, Direct Deposit or Electronic Funds Transfer (EFT). You can also post a cheque or Pay by Phone with your Credit Card. Full details are included on your Bill.

### Customer Service Guarantee (CSG)

The Express Telecommunications monthly charge and set up fee is based on your agreeing to waive your CSG. For more information on your rights and waiving the CSG please visit <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>

### Fair Use Policy

The "Fair Use Policy" is designed to ensure that all our customers can access our services, without using those services in what we would consider to be an "unreasonable" or "excessive" manner, including, but not limited to "non-ordinary" or "commercial purpose use" of this plan. It also covers our actions related to monitoring compliance and our obligations to comply with directions from government, regulatory and other law enforcement bodies.

### Customer Service

If you need any help you can contact your local Express Telecommunications Representative, or call our main office on 1300 397 737. You can also check your account information online at any time by logging on at: <https://myaccount.expresstelecommunications.com.au/login>

### Customer complaints

If you have a complaint or a dispute you can contact our complaint resolution area by calling us on 1300 397 737, post a letter to 4/5 Henry St, Loganholme QLD 4129 or email [info@expressbusinessgroup.com.au](mailto:info@expressbusinessgroup.com.au). We encourage you to contact us first so that we can try to resolve your complaint straight away.

### Telecommunications Industry Ombudsman

If you're not satisfied with the outcome we provide, you can then contact the Telecommunications Industry Ombudsman on 1800 062 058 or you can go to their website <http://www.tio.com.au/making-a-complaint>

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