

IGNITE ADSL & ADSL2+ Unlimited Broadband

Information About the Service

Here's a quick summary of all the important bits about your Everyday plan. It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid ADSL Internet service. It gives you access to our network and allows you to download and upload data.

MINIMUM TERM

The minimum contract term of the plan will be outlined on your business application form or mentioned during the voice verification contract.

What's Included and Excluded?

Your ADSL service includes:

- Static IP Address
- Unlimited Data (Upload & Download)

You will be supplied with the fastest speed available at your location - ADSL2+ or where ADSL2+ is not available, ADSL. The plan is subject to availability at your location.

Information about pricing.

Your minimum monthly charge will be outlined on your business application form or mentioned during the voice verification contract. The minimum amount you will pay over the contract term will depend on the length of your contractual agreement.

BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and Internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

HARDWARE

You may use your own modem or an Ignite modem can be provided for \$119.95 inc GST including P&H fee. The modem is customer -self-installed and auto configure. Please note that support is only for Ignite approved modems.

EARLY TERMINATION

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee multiplied by the months remaining in your contract term.

Other Information

CONNECTION TIME FRAMES

Once we've accepted your application, we'll try to connect your business ADSL service as soon as possible.

If you already have an active ADSL service, you may be eligible for a "Fast Transfer". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast transfer process, then we will need to activate your service as a new connection.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 000 446** so we can serve you better. Or you can visit us at <http://www.ignitecorp.com.au> for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.ignitecorp.com.au>

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

