



CRITICAL INFORMATION SUMMARY RESIDENTIAL GRADE ADSL

Information about the Service

Here is a summary of all the important information you need to know about Highway Internet's residential grade DSL plans.

Availability:

ADSL2+ is not available to customers in all areas. In addition, it is important to note that fastest residential grade DSL will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available, and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges. If ADSL2 is not available to you, an 8Mb ADSL service will be offered instead.

Requirements:

ADSL Broadband requires a PSTN telephone service in order to function. You have the choice using the a provider of your choice for this, or you may take up Highway's Internet/Phone Bundle and enjoy the convenience of bundling your services on the one bill.

You will require an ADSL2+ compatible modem to use your service. You can buy your own, use an existing modem, or purchase one supported by Highway at the time of registration. A modem from Highway will be preconfigured so all you have to do is plug it in. Modem can be picked up from Highway office or posted out to you (Registered post: \$15)

Minimum Term:

Our residential grade DSL plans is on a 6 month contract.

Information about the Pricing

Monthly cost:

Plan	Monthly Included Data	Minimum Monthly Charge	Total Min Cost* (6 mth contract)	Unit Price 1Gb (1000Mb)
HWY-DSL25	25Gb	\$60.50	\$363.00	\$2.42
HWY-DSL50	50Gb	\$70.40	\$422.40	\$1.40
HWY-DSL100	100Gb	\$72.60	\$435.60	\$0.72
HWY-DSL250	250Gb	\$78.10	\$468.60	\$0.31
HWY-DSL500	500Gb	\$82.50	\$495.00	\$0.16

* The total minimum cost on a 6 month contract is the minimum monthly charge multiplied by the amount of contracted months.

Setup fees:

Activations on a 6 month contract is \$99.

Transfers/churns from another ISP to Highway are \$44.

Early Termination:

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee. This includes moving house/relocation. An early termination fee of \$170.50 applies. You do not have to pay out the months remaining on your contract.

Relocation:

An ADSL service is provisioned on the physical phone line and, as such, cannot be transferred. If you're moving, the existing ADSL connection will have to be cancelled and a new connection activated at your new location. If you are transferring your old phone number to your new line, we cannot submit an ADSL order until the transfer is completed.

Connection timeframe:

New connections should be running within 5-10 business days provided you have an active fixed telephone service and no complications arise.

If you are transferring/churning an existing ADSL connection from another ISP to Highway, we should have your service running within 3-5 business days, if no complications arise.

Broadband speeds:

Your actual speed will vary due to number of factors such as your equipment, available ports at the exchange, your distance to the exchange, if you are on a RIM or not, software and internet traffic.

Billing:

All our residential grade DSL plans are paid by the calendar month. As a result, your first bill will be pro rata; ie. you will be charged from the day your service was activated until the end of that calendar month, as well as the minimum monthly charge in advance for the next billing cycle. Activation fees and service charges commence once your ADSL service has been activated at the exchange.



Other Information

Faults:

To report a fault on any of the services you hold with Highway Internet (ADSL and/or phone line), your first and only point of contact is the **Hwy Support Desk on 02 6372 3645**. Please do not contact Telstra directly otherwise they are likely to charge a \$99 fee for Incorrect Call to Telstra Helpdesk.

Usage Information:

Customers can obtain information on their Broadband usage by contacting our office.

Customer Service Contact Details:

You can contact Highway Internet for Technical Support and all Account enquiries via:

Phone: 02 6372 3645

Email: admin@hwy.com.au

See www.hwy.com.au for more details.

Complaints Handling:

If you have a dispute with Highway and wish to make a complaint, please contact us in writing by emailing admin@hwy.com.au or calling 02 6372 3645. You can view our complaints policy at <http://hwy.com.au/policies/complaints.htm>

Further Options:

If you are not satisfied with our handling of your complaint and all attempts to resolve the issue, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au

Information is current as of 1/4/2016 and is subject to change without notice. All prices quoted inclusive of GST.