

## Critical Information Summary

### Gnet Live: Unlimited ADSL

#### The Service

Gnet Live Unlimited ADSL is a broadband service offering Internet access. The speeds available at each site will vary depending on your distance from the exchange and other factors affecting the copper cable. In metro areas on ADSL2+ the maximum rate at the exchange is 24/1Mbps. Regional areas are limited by Telstra infrastructure and if ADSL2+ is available can get up to 20/1Mbps at the exchange.

Plan	Unlimited ADSL
Monthly charge	\$85
Monthly Included Data Allowance	Unlimited data
Once off connection fee (Excludes Router)	\$100
Minimum Term	1 Month
Minimum charge for first month	\$160
Optional WiFi Router	\$150

#### Minimum and Maximum Monthly Charge

All normal monthly costs are fixed. There are NO excess usage charges on data. Invoices which are paid 14 days later than the due date will incur a late fee charge of 10% added to the invoice amount.

#### Mandatory Components

To receive our Gnet Live ADSL service at your premises you will need to be within an ADSL-enabled telephone exchange area which has available DSL ports. You will first need an active PSTN phone line with a phone number. We can provide a compatible router with built in WiFi for an additional cost if required. This service is not available where NBN fixed line services are available.

#### Equipment Required

You need a compatible modem to connect your devices to Gnet Live Personal WDN service. You can purchase a supported Wi-Fi modem/router from Gnet Live from \$150.

#### Minimum Term

The service is available with a minimum term of 1 month.

#### Important Conditions

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

#### Inclusions & Exclusions

The service is for small and medium business consumers and may not be resold.

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility.

#### Early Termination Charges

All plans have a minimum duration of 1 month. If you are unhappy with your service then you may terminate your service and only pay for the first month and the setup fee.

## Enquires, Feedback and Complaints

We are committed to providing you with excellent service. Please contact us by calling 02 4977 3000 or via our website <https://gnet.live> if you have any questions.

## Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after contacting us you may contact the TIO for independent mediation. If you wish to contact the TIO, you can do so as follows:

- Phone: 1800 062 058
- Fax: 1800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>

Full Terms and Conditions available at <https://gnet.live/legal>



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