

## Critical Information Summary – Hello Broadband ADSL/ADSL2+

---

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

### Information about the Service

Hello Broadband ADSL2+ is a residential service that delivers broadband nationwide via your standard copper telephone line.

### Availability

ADSL2+ requires a basic telephone service in order to function. You can use a suitable telephone service from another provider, or you can use the Hello Broadband Home Phone service and bundle it with our ADSL2+ plans. The Critical Information Summary for ADSL2+ bundled with Home Phone can be found at:

[https://helloworldbroadband.com.au/wp-content/uploads/2018/02/Critical\\_Information\\_Summary\\_PSTN\\_19022018.pdf](https://helloworldbroadband.com.au/wp-content/uploads/2018/02/Critical_Information_Summary_PSTN_19022018.pdf)

ADSL2+ plans can be provided as an "on-net" service, where Hello Broadband has a service available via direct connection to its wholesale provider's network, or an "off-net" service where service is only available via a connection on the Telstra network. Details of your service type can be found by performing an address check at our website – [www.helloworldbroadband.com.au](http://www.helloworldbroadband.com.au)

To ensure you're always connected to the best product available, we may need to change your service, for example, when an upgraded service (like NBN) becomes available. If this happens, we'll inform you ahead of any changes.

### Minimum Term

Month-to-month, 12 months or 24 months.

### Early Termination Charges

If your ADSL2+ Plan is cancelled before your minimum term has ended, you must pay us an Early Termination fee equivalent to \$20 by the number of remaining months of the contract. For example if you are on a 12 Month contract and you cancel the plan with 8 Months remaining in the term then you must pay \$20 x 8 months = \$160 charge. Customers may cancel their service by providing Hello Broadband 30 days' notice.

### Your Monthly Data Allowance

All Hello Broadband plans come with a 1 Terabyte (TB) data allowance each month. Once you exceed

the monthly allowance your speed will be slowed to 256/256kbps.

### Excess data Charges

There are no excess charges applicable to Hello Broadband plans.

### Important Conditions

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your line, and the applications that you are using. Wherever possible, we will attempt to provision the service on the highest possible speed.

### Hardware Conditions

You will require an ADSL modem to connect your service. If you don't already have one, Hello Broadband can sell you a suitable device at additional cost. We can supply one for a one-off fee of \$99.95 on our 12 or 24 month plans, or \$124.95 on our no contract plans if required. We do support BYO modem/router, however you will need to be able to configure your BYO router yourself.

### Setup Charge

Your ADSL2+ setup charge will vary depending on your choice of contract. A setup charge of \$49.95 will apply to 0 month contracts, no setup charge will apply for 12 and 24 month contracts. This only applies on a suitable existing telephone line.

### Billing

On the same day of each month you'll be billed in advance for the minimum monthly charge. Payment for your service is paid by taking a direct debit from your credit card.

### Monitor your Service Online

You can register for the Customer Access Toolkit (CAT) which is the Hello Broadband online portal in order to view your bills online 24 hours a day, 7 days a week. With the Hello Broadband online portal, you'll be able to organise and check your billing information, view your online activity and update your contact details. To register, please email [support@helloworldbroadband.com.au](mailto:support@helloworldbroadband.com.au) or contact 1300 443 556.

### Information About Pricing

| Access Speed | Monthly Charge | Contract Term | Installation Fee | Total Minimum Plan Cost |
|--------------|----------------|---------------|------------------|-------------------------|
| ADSL2+ only  | \$69.00        | 0 Month       | \$49.95          | \$118.95                |
| ADSL2+ only  | \$69.00        | 12 Months     | \$0.00           | \$828.00                |
| ADSL2+ only  | \$69.00        | 24 Months     | \$0.00           | \$1656.00               |

### Contacting us

We are here to assist you with any inquiry so please feel free to contact Hello Broadband. If you have questions about your bill, technical support service or connection or any other matter relating to any of our services, please go to [hellobroadband.com.au/contact/](http://hellobroadband.com.au/contact/) or call us on 1300 443 556.

### Complaints or disputes

If you need to make a complaint you can:

- call 1300 443 556 and ask to speak to someone in the complaints department.
- visit <http://www.hellobroadband.com.au>

### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for your service are contained in your agreement with Hello Broadband and Our Customer Terms which is available at: <https://hellobroadband.com.au/legal/terms-conditions/>