

Critical Information Summary – IPSTAR ADSL/ADSL2+ (Zone2)

Information About the Service

Service Description

IPSTAR ADSL/ADSL2+ broadband is a service that delivers high-speed internet access to your premises.

Service Requirement and Availability

IPSTAR ADSL/ADSL2+ broadband requires a basic telephone service in order to function. The service is only available at premises where the existing telephone line service is active on the Telstra (or resellers of Telstra) telephone network and subject to infrastructure availability at customer's premises.

Equipment Requirement

You need a compatible ADSL/ADSL2+ broadband modem and filter to connect to the service. Customers can purchase a suitable device at a reasonable cost from IPSTAR at the time of registration.

Minimum Term

The minimum term of the service is 30 days. Alternatively, a discounted setup fee applies to a 12-month or a 24-month term agreement.

Each Plan Features

When your service is activated, followings are features that come with the service.

- **Up to 20/1Mbps of speed.** This is the maximum possible speed, not a typical speed achieved by ADSL2+ customer.
- **Free usage meter accessibility**
- **No excess data usage charge**

Information About Pricing

Setup Charge – Zone 2

Your setup fee will vary subject to your choice of contract length.

Zone/Contract period	1-month	12-month	24-month
ADSL - Zone 2	\$125	\$75	\$0

Monthly Plan Charge – Zone 2

The following table displays IPSTAR ADSL/ADSL2+ broadband service plans. Our standard contract term is 30 days but if you choose to sign up with a 12 or 24 month agreement on selected plans, IPSTAR will waive a setup fee or give you a discounted setup fee.

Plan name	Monthly Data Allowance*	Total Monthly Cost	Total Minimum Cost (1-mth contract)	Total Minimum Cost (12-mth contract)	Total Minimum Cost (24-mth contract)	Cost per 1GB of data incl. in plan	Free modem router (24-mth contract only)
ZONE 2 - 50	50GB (anytime)	\$55.99	\$180.99	\$746.88	\$1,343.76	\$1.12	N/A
ZONE 2 - 200	200GB (anytime)	\$65.99	\$190.99	\$866.88	\$1,583.76	\$0.33	Free
ZONE 2 - 500	500GB (anytime)	\$75.99	\$200.99	\$986.88	\$1,823.76	\$0.15	Free
ZONE 2 - 1200	1200GB (anytime)	\$85.99	\$210.99	\$1,106.88	\$2,063.76	\$0.07	Free

Notes:

* Data allowance includes uploads and downloads.

The total minimum cost on a monthly contract is the standard setup fee plus one month of monthly access charge.

The total minimum cost on a 12 month contract is the discounted setup fee plus 12 months of monthly access charge.

The total minimum cost on a 24 month contract is the 24 months of monthly access charge.

Further information: <http://ipstarbroadband.com.au/products/ipstar-adsl>

Information is current as of 24/05/2017, is subject to change without notice and all prices quoted include GST. – V2.1

Maximum Monthly Charge

There will be no extra charge if you have exceeded your monthly data allowance. IPSTAR will shape your speed to 256/256 Kbps for 50GB and 200GB plans; to 512/512 Kbps for 500GB plan; and to 1/1 Mbps for 1200GB plan.

Early Termination Charge

Your contract term, setup and termination fee may vary subject to your choice of contract length. 1-month means minimum contract term is 30 days, \$125 one-off setup fee and no termination fee. An early termination fee applies to a 12-month and 24-month contract if you want to cancel IPSTAR service before your contract end date. 12-month means 12 month term, \$75 one-off setup fee and \$100 early termination fee. 24-month means 24 month term, no setup fee and \$200 early termination fee.

Zone/Contract period	1-month	12-month	24-month
ADSL - Zone 2	\$0	\$100	\$200

Other Information

Visit the following links, if you wish to obtain more information regarding:

Speed Information

Fast ADSL plans in Zone 2 provide maximum download speeds up to 20 Mbps to eligible customers (ADSL2+) in some areas and up to 8 Mbps to some customer (ADSL) in other areas but average speeds will be lower. The speed may vary due to some factors such as locations, weather, equipment and other technical limitations.

Data Usage Information

You can obtain your usage information from <https://orbit.ipstaraustralia.com/orbit>

Customer Service Contact Details

Contact IPSTAR Customer Support by calling **1300 464 778**, during normal business hours. You can also email us at support@ipstarbroadband.com.au and we will contact you during our normal business hours. Our normal business hours are available online here: <http://ipstarbroadband.com.au/support>

Dispute Resolution Process

Contact IPSTAR Customer Support by calling **1300 464 778**, during normal business hour or by sending a Complaint to us by post addressed to Operations Manager, IPSTAR Australia Pty Ltd, 5 George Place, Artarmon, NSW 2064.

You can find our process here: http://ipstarbroadband.com.au/legal_articles/ipstar_complaint_handling

Telecommunications Industry Ombudsman

The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services and can be contacted by telephone on 1800 062 058 - Monday to Friday between 9am and 5pm Australian Eastern Standard Time (Free from a landline, but charged at standard mobile call rates if you call from a mobile).

You can also lodge your complaint at <http://www.tio.com.au/making-a-complaint/>