

COUNTRYTELL CRITICAL INFORMATION SUMMARY

Residential ADSL Services



Information about this service

Countrytell is providing Internet access via ADSL Broadband technology sharing your fixed telephone line at a specified address. The telephone line must be ADSL compatible. Residential ADSL Broadband may not be available in all locations. A dynamic IP address is included. This product is not required to be bundled with any other Countrytell product.

Connection speed is up to 20000/1000Kbps (ADSL2+), dependent on what is available where ADSL2+ is not available, and connection is the fastest speed possible, for the telephone line, either up to 8000/384 Kbps or 1500/256 Kbps.

All charges must be paid monthly in advance. A monthly access fee is charged, which includes a monthly data allocation, If the data allocation is exceeded the service will be shaped to a slower speed during that period, until the next billing anniversary date. There are no excess usage charges for residential ADSL Broadband services. All speeds quoted are maximum theoretical speeds; Countrytell does not guarantee that the maximum speeds stated will be attainable in all cases.

Customers may change plans at any time. There is no cost to change between residential ADSL Broadband plans of the same speed. Plan changes may occur immediately, or on the next billing anniversary date, whichever is requested by the customer. If an immediate change is requested, the date the plan change occurs will become the new billing anniversary date, the data allocation will be reset, and the remainder of the current month's access fee will be forfeited. There is no change to the contract term when changing between residential ADSL Broadband plans.

Minimum Term - The minimum contract term is twelve (12) months.

Hardware - Compatible ADSL hardware is required to use the service. Hardware is available for purchase from Countrytell as an optional extra.

Information about pricing

Monthly Charges

The monthly fee is determined by the plan selected as shown below. If the data allocation for the peak or off-peak period is exceeded the service will be shaped (slowed) during that period to the speed shown in the table below, until the next billing anniversary date.

Residential ADSL Broadband Plans

Plan	Gigabytes Included	Monthly charge	Price/Gb
ADSL 10Gb	10 Gb anytime quota	\$49.95	\$5.00/Gb
ADSL 20 Gb	20GB anytime quota	\$59.95	\$3.00/Gb
ADSL 50 Gb	50 Gb anytime quota	\$69.95	\$1.40/Gb
ADSL 100 Gb	100 Gb anytime quota	\$79.95	\$0.80/Gb
ADSL 200 Gb	200 Gb anytime quota	\$89.95	\$0.45/Gb
ADSL 500 Gb	500 Gb anytime quota	\$109.95	\$0.24/Gb

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Establishment Fee - For a new connection, Relocation or Reconnection a \$79 establishment fee applies. When transferring an ADSL Service from another provider to Countrytell the establishment fee is \$39. The establishment fee is payable prior to the order being processed by Countrytell.

Early Termination Fee - The maximum early termination fee payable is \$160.

Billing - All invoices will be emailed as a PDF attachment and payment is due monthly in advance.

Minimum Total Contract Price – The minimum total contract price over a 12 month contract period is monthly charge x 12 months +\$79.00 establishment fee. (i.e. for the ADSL10 the minimum contract price is \$79.95 + (\$49.95 x 12) = \$678.40). All prices include GST and are shown in AUD.

Maximum total package cost - over 12 months with wireless 4 port router (\$129), \$49.95/mth plan and \$79 establishment fee is \$807.40. Maximum total package cost over 12 months with wireless 4 port router (\$129), \$99.95/mth plan and \$79 establishment fee is \$1,407.40.

Other Information

Customers can view details of their residential ADSL Broadband service, including data usage, online via the Countrytell customer access tool. <https://support.countrytell.com.au/cat>

Information on how to contact us

Telephone: 13TELL (138 355)
Fax: 02 9191 4601
Website: www.countrytell.com.au
Email: customercare@countrytell.com.au
Address: PO Box 1062, ALBURY NSW 2640

Hours of operation

9am to 5pm Monday to Friday Phone 13TELL (138 355) or email customercare@countrytell.com.au

Technical inquiries and after sales support

9am to 5pm Monday to Friday Phone 13TELL or customercare@countrytell.com.au (7days/24 hours)

Dispute resolution

We aim to deal with your concerns or complaints promptly, fairly, completely and courteously informing you of how we propose to act, how long it should take and what the results are; Complaints can be directed to support@countrytell.com.au, or by calling 13TELL.

If you feel your issue has not been resolved to your satisfaction; you can contact the Telecommunications Industry Ombudsman scheme directly.

Telecommunications Ombudsman
Telephone: 1800 062 058
Website: www.tio.com.au/about-us/contact-us