

# Critical Information Summary

## ADSL



### Information About the Service

ADSL is an internet services using broadband technology on a standard copper telephone lines to deliver internet connection to your premises.

### Mandatory Requirements and Availability

This service is dependent on having an active telephone line, and is not available to all areas. Please contact us 1300 286 266 to check if it is available to your premises and what speed is available.

To use your ADSL service you must have an active telephone line and an ADSL modem. If don't already have a compatible ADSL Modem/router ANT can supply one to you for a charge of \$129.00 for a 4 port modem/router with VoIP capability.

### Minimum Term

Our casual connection takes the hassle out of switching to the NBN once it reaches your area. As an NBN approved provider we can ensure you have a seamless transition from ADSL to NBN.

Casual Connection - One month  
Payment In Advance - 6 months  
24 months – 24 months

### Inclusion, exclusions and important conditions, limitations, restrictions or qualifications.

Plans are based on the ADSL peak speed available in your area. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

ANT Anytime Plan data may be used at any time of the day you wish. At ANT there is none of the data restrictive “peak” or “off-peak” or “bonus data” time restrictions.

Data usage is counted in both directions so if you download 10GB of data and upload 10GB of data that is counted as 20GB.

You can change your ADSL plan up or down at any time. Plan Changes will be implemented at your next anniversary date, your data is reset on the anniversary date. Any unused data allowance expires at anniversary reset date.

### Information about Pricing

Services require a valid direct bank debit from the Applicants nominated bank account or credit / debit card. Subscriptions are payable 1 month in advance via valid direct Bank Debit or Credit card, or Subscription fees can be paid 6 months in advance via, Electronic Funds Transfer, direct Bank Debit or Credit Card, cheque or money order. Subscription fees are deducted on your Anniversary date each month. The first and last months are billed on a pro rata basis

### Minimum Monthly Charge

Use Your Data AnyTime GB Allowance	Price	Unit cost of 1GB of Data
100	\$49.95	\$0.49
UNLIMITED	\$59.95	Dependent on amount of data used this plan has unlimited data

**Maximum Monthly Charge**

Standard monthly fee + any pro rata adjustment for upgrade of plans

**Set Up Fee**

Casual and 6 month paid in advance - \$150.00

24 Month contract – Nil

**Excess Usage**

**ADSL100 Plan** is shaped, so there are no surprise charges. “Shaped” means that speeds will be reduced to 256/256 kbps when your data allowance in any month has been reached.

**ADSLUL Plan** there are no excess data charges as there is no limit on the amount of data you can download and upload.

**Early Termination Charge**

All Plan Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice.

Casual and 6 month paid in advance - Nil

24 Month contract - \$150.00

**Other Information****Usage information**

Customers can obtain information on their usage on the My Account tab on our website [Login](#)

**Customer Service Contact Details**

**Postal Address** 1/41 Booner Street Hawks Nest NSW 2324

**Sales**

Phone 02 6619 5500 or 1300 268 266

email [sales@ant.com.au](mailto:sales@ant.com.au)

Fax 02 8209 4956

**Technical Support**

Phone 02 6619 5500 or 1300 268 266

email [support@ant.com.au](mailto:support@ant.com.au)

Fax 02 8209 4956

**Billing**

Phone 02 6619 5500 or 1300 268 266

email [billing@ant.com.au](mailto:billing@ant.com.au)

Fax 02 8209 4956

**Dispute Resolution Process**

If you have a problem or complaint about your service please visit our website or email [complaints@ant.com.au](mailto:complaints@ant.com.au)

**Telecommunications Industry Ombudsman**

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au)