

Critical Information Summary

ADSL2/2+

Information About The Service

Asymmetric digital subscriber line (ADSL) is a data communications technology which utilises copper pairs (phone lines) to distribute data. This is typically what is called a twisted copper pair. ADSL can generally only be distributed over short distances from the telephone exchange (the last mile), typically less than 4 kilometres. This service is to provide an unlimited downloads/uploads ADSL internet connection at a speed of 24Mbps/1Mbps.

Contract Term

We provide ADSL2/2+ services with a \$0 set up fee if the service is contracted to a 24 month plan. We offer flexibility in our plans, in that we are able to provide a month to month service with no cancellation fees, however this will incur a \$174 set up fee. If you nominate a 24 month contract for your service and decide to terminate the contract early, you will be required to pay the early termination fee, determinable at the time of notice. The maximum charge will vary, subject to contract duration, and the remainder of time left in contract at the time of cancellation. The maximum early termination charge payable is equal to (number of months remaining in contract) x (monthly connection charge).

Serviceability

ADSL2/2+ plans are available nationwide and are subject to serviceability. ADSL2/2+ services are only available if the NBN service has not yet been rolled out to the location that requires connectivity. All ADSL2/2+ services will be migrated to the NBN once the roll out has been completed nationwide.

Information About Pricing

ADSL2/2+ Plans

The contract term is calculated as: (contract term) x (\$broadband monthly access charge) + setup. Early termination fees apply.

24 Month ADSL2/2+ Service

Set Up Fee	\$0.00
Monthly Charge	\$88.00 including GST
Total Amount Repayable	\$2,112.00 including GST

Month To Month ADSL2/2+ Service

Set Up Fee	\$174.00 including GST
Monthly Charge	\$88.00 including GST
Total Minimum Amount Repayable	\$262.00 including GST (One month of connectivity minimum)

Other Information

Monthly Usage

We only offer an unlimited download/upload ADSL2/2+ service.

Speed

We provide the unlimited ADSL2/2+ service at a speed of 24Mbps download, and 1Mbps upload. These speeds are maximum connection speeds as based on carrier network testing. Actual throughput speeds may be slower and could vary due to many factors including type of content being downloaded, hardware and software configuration & the number of users simultaneously using the network. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. We do however have a low contention rate on our network, which can provide a more consistent speed than popular service providers.

Payment

Monthly access charges are billed on the 24th day of each month, a month in advance. Payment options include credit or debit card, direct deposit and cheque. Please view payment options in the 'Compliance' document found at the bottom of this page.

Equipment

If you require a router for your ADSL2/2+ service we are able to supply, configure and send out a router, ready to connect and use, for \$164.00 including GST. The router provided is a TP-Link Archer D20 AC750 Wireless Dual Band ADSL2/2+ Modem Router. You are able to source and use your own network equipment with this service.

Customer Support

To make a billing enquiry, a general enquiry about this service, or to lodge a complaint, please follow the link to the Contact Us form by clicking [here](#), or we are contactable between the hours of 8am and 6pm Monday to Friday on 02 9211 7782. Alternatively, please email us at support@alpha.net.au.

Complaints Handling

If you have a dispute with your service or Alpha Dot Net and wish to make a complaint, please contact our Customer Relations for complaint resolution by sending an email to info@alpha.net.au or completing the Contact Us form. If you are not satisfied with the handling of your complaint and you have escalated this within Alpha Dot Net, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO are contactable via phone, email, fax & post, and contact information can be viewed on the TIO website by clicking the below link: [Contact The Telecommunications Industry Ombudsman \(TIO\)](#)