

## critical information summary for your EFM unlimited internet Up to 10/10Mbps (4 wire) SHDSL plan

### Information about the Service

Here's a quick summary of all the important parts of your plan. This plan is for a business grade internet plan with speeds of up to 20Mbps/20Mbps Internet service. Speeds are not guaranteed.

#### Minimum Term

This plan has a 12, 24 or 36 month minimum term.

#### What's Included and Excluded?

Your SHDSL Internet service includes:

- Static IP Address

You receive an Unlimited Data Allowance each month. There are no peak or off peak restrictions on your use and no excess usage charges. The speed of the Internet service is up to 10Mbps/10Mbps. **IMPORTANT: Please note that there is no speed guarantee on this service and it is best endeavors using up to 4 copper wires to deliver the service.**

#### Information about pricing.

The minimum monthly charge is \$249.00 per month

The minimum amount that you'll pay depends on your chosen contract term. These are detailed below.

Contract term	Connection charge	Minimum amount you'll pay
12 month	\$1,299	\$4,287
24 months	\$899	\$6,875
36 months	\$0	\$8,964

#### Connection Charge

The connection fee of this service is free of charge on a 36 month contract. Connection charges apply if taken with a 24 or 12 month contract. These are \$1299 for a 12 month contract or \$899 for a 24 month contract.

#### Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

## Other Information

### Availability

SHDSL Internet is not available everywhere. This SHDSL service is delivered using Ethernet over Copper or Ethernet over first mile (EFM). Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get Ethernet in the First Mile Internet, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work

### Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.

Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

### Equipment

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Cisco 881 routers which are \$660 each.

### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### We're here to Help

If you have any questions, just call us on 1800 733 368 so we can serve you better. Or you can visit us at [www.moretelecom.com.au](http://www.moretelecom.com.au) for additional information, including to access information about your usage of the service.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at 1and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

### Spend Management

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/moretelecom/>

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