

Critical Information Summary: Business ADSL (VOICE/DATA BUNDLE)

Information about the Service

Service Description	The ADSL Business Basic Service provides fast internet access over ADSL technology. It provides a static IP address from which you can access online services or even host your own web services.
Minimum term(s)	24 Months No Contract
Offer Includes	<ul style="list-style-type: none"> • 1 Static IPV4 IP Address • Includes PSTN Line (PAYG calls) • No upload quota limitations • No metering of Peak / Off Peak
Offer Excludes	Wifi Hub Email address
Important Information	<p>Offer Conditions</p> <ul style="list-style-type: none"> • Your ADSL service may be restricted if you fail to pay your bill on time • To use the service you will need a suitable modem/router. These may be purchased from the Wifi Hub Sales Team. <p>Service Availability</p> <p><input type="checkbox"/> Wifi Hub's ADSL services are subject to availability and coverage.</p> <p>ADSL2+ Speeds</p> <p>ADSL2+ speeds will vary depending on factors including but not limited:</p> <ul style="list-style-type: none"> • the distance from the local exchange • the quality of the copper cable infrastructure in your area, • Internet traffic, and your hardware and software. <p>ADSL2+ download speeds can be typically from 1.5Mbps to 20Mbps. Wifi Hub cannot guarantee any specific speeds.</p>

Information about Pricing (PAYG) (All prices include GST)

Setup Fees	24 Months \$0	No Contract \$299		
Minimum monthly			Total Minimum Price	
	Monthly Charge	Download Quota	24 Months	No Contract
	\$70	10GB	\$1680	\$369.00
	\$80	200GB	\$1920	\$379.00
	\$90	1000GB	\$2160	\$389.00
	\$100	UNLIMITED GB	\$2400	\$399.00
Termination Charge	Early termination charges apply based on Months Remaining x Minimum Monthly Charge.			
Relocation Charge	\$149.00			

CALL CHARGES:

Calls to local numbers charged at: \$0.30,

Calls to STD numbers charged at: \$0.15 per minute or part thereof

Calls to Mobile numbers charged at \$0.40 per minute or part thereof

Calls to 13/1300 numbers charged at \$0.40 per call, Calls to Directory assistance charged at \$3.00 per call.

Information about Pricing (PSTN BUNDLE) (All prices include GST)

Setup Fees	24 Months \$0		No Contract \$299	
Minimum monthly			Total Minimum Price	
	Monthly Charge	Download Quota	24 Months	No Contract
	\$75	10GB	\$1800	\$374.00
	\$90	200GB	\$2160	\$389.00
	\$100	1000GB	\$2400	\$399.00
	\$120	UNLIMITED GB	\$2880	\$539.00
Termination Charge	Early termination charges apply based on Months Remaining x Minimum Monthly Charge.			
Relocation Charge	\$149.00			

PSTN BUNDLE INFORMATION:

Calls to Local and STD numbers are included in the plan

Calls to Mobiles are charged at \$0.40c per minute or part thereof

Calls to 13/1300 numbers charged at \$0.40 per call, Calls to Directory assistance charged at \$3.00 per call.

Billing Information

Billing Date	Your bill is charged on the same date each month and is the date your account was created (e.g. 11th May, 11th June, 11th July etc...).
Service Activation Date	The service Activation Date is the date that your service is ready to use.
First Bill Charges	Your first bill will include: <ul style="list-style-type: none"> • Partial monthly charge from when the service was activated until the next Billing Date • Any additional charges for non-recurrent items used during that billing period • The minimum monthly charge in advance for the next billing period

Other Information

Installation	<p>The activation time of a single service is 8-20 business days (excludes Sat, Sun and public holidays) from the time of a qualified order.</p> <p>Activation times can be impacted by:</p> <ul style="list-style-type: none">• Natural disasters or extreme weather conditions that cause mass outages• Incomplete, incorrect, or invalid address details
Future Infrastructure Upgrades	<p>Wifi Hub commit to you that if the nbn[™] becomes available in your area, and you would like to migrate over to using our nbn services, we will help you do this with no contract break fees</p> <p>In some cases you may be able to use the modem/router hardware that you have in place now. If it's not nbn service ready, a purchase order for a suitable modem/router can be made through our Business Sales Team</p>
Access your call and data usage information	<p>You can access your call and data usage information by logging in to your customer account portal via this Link.</p>
Customer Service contact details	<p>Residential Customer Service</p> <p>1300 943 448 or 02 6352 3087</p> <p>Mon-Fri: 8:30am to 5:30pm AEST</p> <p>Outside Business hours please submit an online support request or call us for Emergency Support on the above number (fees apply)</p>
How to access our dispute resolution process	<p>Submit your concerns via https://www.Wifi Hub.com.au/Contact</p>
TIO contact details	<p>At Wifi Hub, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Wifi Hub and if you are still not satisfied with the offered resolution, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>

The above information is based on the standard service offering and is only a summary. On occasion, Wifi Hub may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.