



Critical Information Summary: WIFIHUB ADSL Business

Information about the Service

Service Description The ADSL Residential 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**
- No Upload Data Limitations
 - 1 Static IPV4 IP Address
 - No metering of Peak/Off Peak
 - PSTN Phone Line (PAYG)

- Offer Excludes**
- Email address
 - Central splitter for FTTB/N in standard installations.

- Offer Conditions**
- You must be the owner of the property (or have the owner's consent) before NBN is installed
 - Your account must remain in credit at all times to use this service. If your account balance falls below \$0.00, your access to the internet may be restricted to the Wifi Hub website only.
 - To use the service you will need a suitable modem/router. These may be purchased from the Wifi Hub Sales Team.

Service Availability

- Wifi Hub's ADSL services are subject to availability and coverage.

ADSL2+ Speeds

ADSL2+ speeds will vary depending on factors including but not limited:

1. the distance from the local exchange, and the quality of the copper cable infrastructure in your area
2. Internet traffic, and your hardware and software.

Information about Pricing (All prices include GST)

Setup Fees \$0 (24 months) | \$199 (No Contract)

New Developments Charge If you're in a new development and not already connected to the NBN, NBN Co may charge **\$300** to connect your premises to NBN services. If applicable, the charge will be passed to you through MNF.

Minimum monthly charge

Monthly Charge	Data Limit	Total Minimum Price	
		24 month term	No Contract
\$90	200GB	\$2160	\$289
\$100	500GB	\$2400	\$299
\$110	1000GB	\$2640	\$309
\$130	UNLIMITED	\$3120	\$329

Termination Charge $Months\ remaining\ in\ contract \times Monthly\ service\ charge = Early\ Termination\ Charge\ (ETC)$



Relocation Charge \$150.00

If there is no Wifi Hub NBN coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.

Billing Information

Billing Date Your bill is charged on the same date each month and is the date your account was created (for example 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:

- 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 Standard NBN installations are completed without charge to you. A Standard Installation includes on-site installation by NBNCO. It does not include any cabling that doesn't directly relate to the installation of the NBN equipment; A General Power outlet (GPO) is NOT included. You must make your property (both inside and outside) available to the contractor for the works they are required to perform. Upon completion of the works you will be asked to sign acknowledging acceptance of the installation. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your Wifi Hub bill.

Customer Service contact details

Business Customer Service
1300 943 448 or 02 6352 3087

8:30am to 5:30pm AEST Monday to Friday

<https://www.Wifi Hub.com.au/contact>

How to access our dispute resolution process

For any Customer Service/Complaint issues please use the Business Customer Service Contact Details above

TIO contact details

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 remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on **1800 062 058**.

For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>

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.