

ADSL2+ BROADBAND

Information About the Service

ADSL is a broadband service that utilises existing copper telephones lines to send and receive data at speeds that far exceed traditional dial-up modems.

Service Availability

ZettaNet ADSL and ADSL2+ services are not available in all areas or premises. Refer to our online Availability Check - <http://www.zetta.net.au/services/internet/dsl2-broadband>

Minimum Term

Naked ADSL2+ Broadband services are available on 1 month and 24 month contract terms. 24 month contract terms offer discounted connection fees. Early termination fees apply.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination and Plan Change fees. Cancellation or alteration of your telephony service will result in the termination of the ADSL service.

Information About Pricing

Plan Name	Monthly Included Data	Shaping Speed when reached monthly quota	Minimum & Maximum Monthly Charge	Total Minimum Price (No Contract)	Total Minimum Price (24 mth Contract)	Unit cost 1GB of data included in plan
ADSL2+ Data Only 1	100GB	512kbps	\$49.00	\$139.00	\$1,176.00	\$0.49
ADSL2+ Data Only 2	500GB	512kbps	\$66.00	\$156.00	\$1,584.00	\$0.13
ADSL2+ Data Only 3	1000GB	512kbps	\$87.00	\$177.00	\$2,088.00	\$0.09

*Pricing includes Telephone Line Rental (\$29 per month).

Other Fees

Other Fees	Unit (Inc GST)
Setup Fee (24 Month Contract)	\$0.00
Setup Fee (No Contract)	\$220.00
Incorrect call out	\$330.00
Order Reschedule	\$45.00
Cancellation Prior to Delivery	\$75.00
Plan Change Fee	\$29.00
No Copper Service at Premises, New Line Installation	\$299.00
Existing Copper Service, Line Activation Only	\$59.50

Service Requirements

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Broadband ADSL2+ services require your premises to have a telephony line in order for the Broadband service to operate. Please refer to “Other Fees” if you do not have an active telephone service or no copper wires in your premises. Line activation or new line installation attracts additional fees.

You will also require an ADSL compatible modem. An ADSL modem can be obtained from ZettaNet at an additional cost. Refer to www.zetta.net.au/support/purchase-new-hardware for modem pricing.

Other Information

Communications Alliance Broadband Education Package

This education package is intended as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. Please refer to: <https://www.commsalliance.com.au/BEP>

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 6pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service.

In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint