



Critical Information Summary

ADSL2+ Broadband - Residential

Information About the Service

BinaryHome ADSL2+ Broadband is a service that delivers high-speed broadband via our national network to residential customers.

Requirements & Availability

ADSL2+ Broadband requires a basic telephone service (PSTN) in order to function. You can use a suitable telephone service from another provider or BinaryHome can arrange one for you.

You will require an ADSL modem to connect your service. If you don't already have one, we can sell a device to you at additional cost.

Minimum Term

ADSL2+ Broadband plans are available on either a 1 month term, a 12 month term or a 24 month term. A 12 month term includes a discounted setup fee. A 24 month term includes a \$0 setup fee.

Excess Quota Charges

There are no excess quote charges on any of the plans. Once the included data has been used, the connection will be slowed to a speed of 256kbps / 256kbps.

Important Conditions

Actual service speeds will vary based on line quality and distance from the exchange. ADSL2+ Broadband may not be available at your location, please confirm availability before ordering. Service is billed monthly in advance, and payment can be made by credit card or direct debit.

Information About the Pricing

Monthly Charges

All prices shown below are inclusive of GST.

Broadband Plans	Included Monthly Data	Monthly Cost	Min. Total Cost on 1 month term	Min. Total Cost on 12 month term	Min. Total Cost on 24 month term	Unit cost 1GB of data included in the plan
ADSL 100GB	100GB	\$59.00	\$184.00	\$807.00	\$1416.00	\$0.59
ADSL 200GB	200GB	\$69.00	\$194.00	\$927.00	\$1656.00	\$0.35
ADSL 300GB	300GB	\$79.00	\$204.00	\$1047.00	\$1896.00	\$0.26
ADSL Unlimited	Unlimited	\$89.00	\$214.00	\$1167.00	\$2136.00	\$0.01



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Setup Fees

Broadband setup fee will vary dependent on your choice of contract term.

1 Month Contract	\$125.00 inc GST
12 Month Contract	\$99.00 inc GST
24 Month Contract	\$0.00 inc GST

Early Termination Fees

If you sign up to a 12 or 24 month contract term, a termination fee of \$165.00 inc GST will apply.

If you sign up to a 1 month contract term, an early termination fee does not apply.

Other Information

Usage Information

Available on our website at <http://portal.binaryhome.com.au/> or by contacting our accounts department

Customer Service

You can contact Binary Home customer service on 1300 246 279 or you can email support@binaryhome.com.au

Internal Dispute Resolution Process

If you have an unresolved dispute or complaint with Binary Home, you may escalate the matter by putting your complaint in writing to PO Box 647, Mt Waverley VIC 3149 or by emailing complaints@binaryhome.com.au.

Telecommunications Industry Ombudsman (TIO)

If the outcome of a complaint lodged with Binary Home is not satisfactory, you may choose to contact the TIO on 1800 062 058 or via their website at www.tio.com.au/making-a-complaint