

adsl information

Here is a quick summary of all the important bits about your adsl plan.

what's included

- A RESIDENTIAL grade adsl Internet service on the Telstra network with UNLIMITED Monthly Data Allowance
- Monthly Phone Line Rental on the Telstra network*
*adsl + phone bundles ONLY
- Calls to Local & National Numbers within Australia*
*adsl + phone bundles ONLY

what's not included?

- Modem;
- Phone Line Rental*
*adsl + phone bundles ONLY
- Calls to Mobile Numbers (charged at \$0.40c per min)*
*adsl + phone bundles ONLY
- Calls to 13/1300 Numbers (charged at \$0.50c per call)*
*adsl + phone bundles ONLY
- Calls to International Numbers*
*adsl + phone bundles ONLY

Your adsl plan is for consumer/residential use only.

information about pricing

adsl plan	data	minimum charge	minimum term
metro ultra standalone	Unlimited	\$49.00	1 month
regional ultra standalone	Unlimited	\$59.00	1 month
metro ultra + phone bundle	Unlimited	\$69.00	1 month
regional ultra + phone bundle	Unlimited	\$99.00	1 month

All prices quoted are inclusive of GST.

adsl connection charges

A standard Telstra connection fee WILL apply to connect your telephone phone service if this is currently inactive:

- Existing telephone line without a Telstra technician visit: \$59.00
- Existing telephone line with a Telstra technician visit: \$99.00
- New telephone line connection: \$240.00 with a Telstra technician visit and cabling work (upfront payment required)

ALL ADSL PLANS REQUIRE AN ACTIVE PHONE LINE TO OPERATE.

ALL STANDALONE ADSL PLANS require you to be paying phone line rental with another provider on the Telstra network.

order cancellation policy

If you place an order with Barefoot Telecom and cancel the order due to change of mind, no refund will be provided if your order is in progress with the carrier. An order is deemed to be "in progress" once you have received notification that payment has been processed.

\$10.00 off promotion period

During the "\$10.00 Off" Promotion Period, you will receive the first 6 months service at a discounted rate. The \$10.00 discount is applied to the first 6 invoices from the date of activation of the service.

After the "\$10.00 Off" Promotion Period, your services will be charged at the standard rate as outlined in "information about pricing" above. The "\$10.00 Off" Promotion Period is available to new residential

customers only and is not to be used in conjunction with any other promotion period offer.

early termination

There is no early termination fee (ETF) charged if you cancel your adsl service.

No pro-rata credits or refunds are offered for cancelled accounts. For example, if your billing anniversary date is the 5th of the month and you cancel your service on the 10th of the month, no refund for the un-used days of your current billing month will be offered.

billing cycle and upfront payment

All Barefoot Telecom plans are billed in advance via anniversary billing. For example, if your Internet service is activated on the 5th of the month, then your bill cycle starts on the 5th of the month and will cover the full month from the 5th to the 4th of the following month.

payment and late fees

All Barefoot Telecom plans are payable by direct debit via credit card or credit debit card ONLY. Our payment options are Visa, MasterCard and American Express (AMEX). A 2.85% surcharge will apply for all AMEX transactions. A \$22.00 late payment fee will be charged if payment is not made within nine (9) days from the payment date on your invoice. The payment date is 14 days from the invoice issue date.

data usage

No excess usage charges will apply on your adsl plan.

adsl modem/router

Your adsl plan does not include a modem/router.

It is your responsibility to configure a BYO modem/router and Barefoot Telecom offers limited support for BYO modem configuration. It is your responsibility to ensure your BYO modem/router is compatible with this service.

Barefoot Telecom can supply an adsl compatible modem with pre-configured settings (plug and play) for \$149.00 (includes delivery).

other information

connection timeframes

If there has been a previous working Telstra fixed line phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within six (6) working days of your request. If this isn't possible, then we aim to connect your service within fifteen (15) working days, depending on your location.

Telstra network

Barefoot Telecom delivers all adsl services over the Telstra network. We are unable to deliver our adsl services on networks other than the Telstra network. Barefoot Telecom is unable to retain your existing PSTN number if transferring from a network other than the Telstra network.

adsl2+ and adsl1

Barefoot Telecom will supply the best available adsl service to your premises on the Telstra network. If adsl2+ is not available, Barefoot Telecom will order an adsl1 service.

Barefoot Telecom makes no guarantees that adsl2+ is available. Barefoot Telecom has no responsibility to inform you whether the service is adsl2+ or adsl1 in the ordering process as we simply provision the best possible service available. There is no price difference between an adsl2+ service and an adsl1 service.

adsl broadband speed

- adsl can provide download speeds up to a maximum of 20Mbps to eligible customers in selected areas with upgraded exchanges and up to 8Mbps in many other areas but average speeds will be lower.
- Actual speeds you will receive will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and 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 Ethernet cable.

consumer compensation

Consumers are entitled to any compensation applicable in relation to service faults or outages where the fault lies with Telstra. Compensation is awarded from when a fault is first logged with Telstra to when the carrier advises that they have repaired a fault on their side of the connection.

The amount of compensation applicable is based on the number of days it has taken the carrier to resolve the issue and the applicable plan fee. For example: If a customer is on a \$69.00 adsl + phone bundle and logs a fault with Telstra on the 1/1/17 and the fault is resolved on the 6/1/17, the customer will be provided with a credit of 5 days (\$11.50) to their account.

Please be advised that Barefoot Telecom only provide residential grade services and by signing up with Barefoot Telecom you accept that we do not offer any compensation from any business losses you incur due to a fault on your service. We do not provide compensation for interim services such as mobile data charges.

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customer service guarantee (CSG) waiver*

*adsl + phone bundles ONLY

Please be advised that we can only offer our Bundled services at low prices with no lock in contracts if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with Barefoot Telecom you agree to waive your rights under the CSG as outlined in the CSG waiver.

we always have your back

There are many ways to contact Barefoot Telecom.

If you require any assistance at all:

- Email us at support@barefoottelecom.com.au;
- Live Chat with one of our friendly, local customer care team at www.barefoottelecom.com.au;
- Phone us on 1300 017 622 between 8:30am to 7:00pm Monday to Saturday.

complaints

If you have any concerns or complaints, you can access our Complaint Handling Policy.

You can also contact the Telecommunications Industry Ombudsman at www.tio.com.au