

Critical Information Summary

ADSL



Information About the Service

ADSL is an internet services using broadband technology on a standard copper telephone lines to delivery internet connection to your premises.

Mandatory Requirements and Availability

This service is dependent on having an active telephone line, and is not available to all areas. Please contact us 1300 886 230 to check if it is available to your premises and what speed is available.

To use your ADSL service you must have an active telephone line and an ADSL modem. If don't already have a compatible ADSL Modem/router ANT can supply one to you for a charge of \$129.00 for a 4 port modem/router or \$150.00 for a 4 port modem/router with VoIP capability.

Minimum Term

Our casual connection takes the hassle out of switching to the NBN once it reaches your area. As an NBN approved provider we can ensure you have a seamless transition from ADSL to NBN.

Casual Connection - One month
Payment In Advance - 6 months
24 months – 24 months

Inclusion, exclusions and important conditions, limitations, restrictions or qualifications.

Plans are based on the ADSL peak speed available in your area. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

ANT Anytime Plan data may be used at any time of the day you wish. At ANT there is none of the data restrictive “peak” or “off-peak” or “bonus data” time restrictions.

Data usage is counted in both directions so if you download 10GB of data and upload 10GB of data that is counted as 20GB.

You can change your ADSL plan up or down at any time. Plan Changes will be implemented at your next anniversary date Your data is reset on the anniversary date. Any unused data allowance expires at anniversary reset date.

Information about Pricing

Services require a valid direct bank debit or credit card authority. Subscriptions are payable 1 month in advance via valid direct Bank Debit or Credit card, or Subscription fees can be paid 6 months in advance via, Electronic Funds Transfer, direct Bank Debit or Credit Card, cheque or money order. Subscription fees are deducted on the first of each month. The first and last months are billed on a pro rata basis.

Minimum Monthly Charge

Use Your Data AnyTime GB Allowance	Price	Unit cost of 1GB of Data	
100	\$49.95	\$0.49	
UNLIMITED	\$59.95	Dependent on amount of data used this plan has unlimited data	

Maximum Monthly Charge

Standard monthly fee + any pro rata adjustment for upgrade of plans

Set Up Fee

Casual and 6 month paid in advance - \$150.00
24 Month contract – Nil

Excess Usage

ADSL100 Plan is shaped, so there are no surprise charges. "Shaped" means that speeds will be reduced to 64/64kbps when your data allowance in any month has been reached.

ADSLUL Plan there are no excess data charges as there is no limit on the amount of data you can download and upload.

Early Termination Charge

All Plan Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice.

Casual and 6 month paid in advance - Nil

24 Month contract - \$150.00

Other Information

Usage information

Customers can obtain information on their usage on the My Account tab on our website [Login](#)

Customer Service Contact Details

Postal Address 310 Greberts Road, Stockyard Creek via Grafton, NSW 2460

Sales

Phone 1300 268 266 or 02 6619 5500

email sales@ant.com.au

Technical Support

Phone 1300 797 759 or 02 6647 3258

email support@ant.com.au

Online remote assistance <http://anthelp.me/>

Billing

Phone 1300 268 266 or 02 6619 5500

email accounts@ant.com.au

Fax 02 8209 4956

Dispute Resolution Process

If you have a problem or complaint about your service please visit our website Or email complaints@ant.com.au

Telecommunications Industry Ombudsman

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au