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## ADSL 2+

### ADSL 2+ and Ace Voice Bundle Plans

Speed of Connection	Access Fee including Line Rental (per calendar month)	Data Included	Excess Data Charge (per MB)
Up to 20 Mbps/800 kbps **	\$84.95	20 GB	Shaped*
	\$99.95	30 GB	
	\$119.95	40 GB	
	\$139.95	50 GB	

\* Traffic will be shaped (reduced) to 64 kbps once limit is reached and no excess data charges will be incurred. \*\* Speed shown is a theoretical network maximum speed. Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment. Customers wishing to check the maximum estimated speed they are eligible for can do so online at [http://www.acecommunications.com.au/function/adsl/adsl\\_service\\_check.php](http://www.acecommunications.com.au/function/adsl/adsl_service_check.php).

### Additional Fees

Description	Fee
<b>Connection Fee</b> ADSL 2+ and Ace Voice Bundle	\$189
<b>Optional</b> Static IP Address ADSL 2+ Hardware and Line Filters Plan Upgrade (without speed or layer change) Dialup Pay per Hour (roaming/redundant facility)	\$4.95 per month Price on application \$0 \$1.20 per hour

### Additional Information

- Term of contract is 12 months (commencing from date of activation).
- Provisioning time for an ADSL 2+ service is approximately 15 working days from lodgement.
- Connections require 1 months written notice of cancellation at all times. Termination will take place at the completion of the billing period which occurs 1 month after receipt of notice of cancellation. If the service is cancelled prior to the completion of the contract, the full value of the remainder of the contract is payable by the account holder. If the contract is cancelled prior to provisioning being completed, a cancellation fee of \$289 and the fee for the first full month of service is payable by the account holder.
- Payment is preferred by direct debit from a credit card or bank account. The customer's credit card or bank account will be debited for any connection fee and any installation/hardware/software fees immediately on receipt of the contract. Should the service not be commissioned, this amount will be refunded in the form of an electronic transfer to a nominated account.
- Companies with an ABN can choose to pay by on invoice with the understanding that ongoing charges are invoiced one full month in advance of the service period and are payable 14 days from date of invoice.
- Data usage is calculated on downloads only unless data uploaded to data downloaded exceeds a ratio of 4:1.
- Plan change requests must be lodged at least 7 days prior to the 1<sup>st</sup> of the following month for the upgrade to begin in that month.
- An optional email address is provided with each plan. If this option is not selected an email address will not be provided.
- Customers must provide an active email address for delivery of invoices/receipts and for contact from Ace.
- Only one simultaneous login is allowed.
- An ADSL 2+ modem will be required to connect to the service.
- The following services are not compatible with an ADSL 2+ and Ace Voice Bundle plan: Fax Duet, MessageBank, MessageBank 101, Indial, Faxstream, Line Hunt and Easy Call Features such as Call Back Busy Call Forward, Delayed Hotline and Abbreviated Dialling. These services must be removed with the current Voice provider prior to application.
- If ordering a new service to be connected on a new line the connection fee does not include internal cabling to a point on the wall. If internal cabling is required this will be quoted on and charged directly by the installation technician and will be a minimum charge of \$143.
- An existing alarm system may require rewiring by the customer's security company if ADSL 2+ is provisioned.
- All prices include GST.