

# ADSL2+ Business Broadband



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **ADSL2+ Business Broadband** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Static IP Address**

Your monthly Broadband Allowance will depend on the plan you choose:

Monthly Plan	Allowance	Cost per MB
Specialist	<b>50GB</b>	\$0.0017
Professional	<b>100GB</b>	\$0.0009
Executive	<b>250GB</b>	\$0.0004
Elite	<b>500GB</b>	\$0.0003
Unlimited	<b>Unlimited</b>	N/A

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte increments.

### Information about pricing.

Your minimum monthly charge will depend on the plan you choose:

Monthly Plan	Cost
Specialist	<b>\$79.95</b>
Professional	<b>\$89.95</b>
Executive	<b>\$99.95</b>
Elite	<b>\$119.95</b>
Unlimited	<b>\$129.95</b>

The total minimum amount that you will pay will depend on the plan you choose and the length of your contract:

Monthly Plan	Total Cost (12 months)
Specialist	<b>\$959.40</b>
Professional	<b>\$1079.40</b>

Executive	<b>\$1199.40</b>
Elite	<b>\$1439.40</b>
Unlimited	<b>\$1559.40</b>

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

#### BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

#### CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

### Other Information

#### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working business ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

 **1300 309 984**

 **info@hmtel.com.au**

 **www.hmtel.com.au**



# ADSL2+ Business Broadband



## CRITICAL INFORMATION SUMMARY

### Other Information

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### WE'RE HERE TO HELP

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#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.hmtel.com.au](http://www.hmtel.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

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# ADSL & ADSL2+ Broadband



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Standard 25GB Broadband** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **25GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

The cost for 1 MB of data included in this plan is \$0.0020

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

### Information about pricing.

Your minimum monthly charge is **\$49.95**.

The minimum amount you'll pay is **\$599.40** over 12 months.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

### CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

### BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

### CONNECTION CHARGE

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### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# ADSL & ADSL2+ Broadband



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## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Giant 50GB** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **50GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

The cost for 1 MB of data included in this plan is \$0.0014

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

### Information about pricing.

Your minimum monthly charge is **\$69.95**

The minimum amount you'll pay is **\$839.40** over 12 months.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available

## CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

## BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

## CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# ADSL & ADSL2+ Broadband



and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Extreme 100GB** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **100GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

The cost for 1 MB of data included in this plan is \$0.0008

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

### Information about pricing.

Your minimum monthly charge is **\$79.95**

The minimum amount you'll pay is **\$959.40** over 12 months.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available

## CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

## BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

## CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# ADSL & ADSL2+ Broadband



and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Monster 250GB** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **250GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

The cost for 1 MB of data included in this plan is \$0.0004

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

### Information about pricing.

Your minimum monthly charge is **\$89.95**

The minimum amount you'll pay is **\$1079.40** over 12 months.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available

## CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

## BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

## CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# ADSL & ADSL2+ Broadband



and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Elite 500GB** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **500GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

The cost for 1 MB of data included in this plan is \$0.0003

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

### Information about pricing.

Your minimum monthly charge is **\$109.95**

The minimum amount you'll pay is **\$1319.40** over 12 months.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available

## CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

## BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

## CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# ADSL & ADSL2+ Broadband



and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Ultimate 1000GB** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **12 months**.

### What's Included and Excluded?

Your ADSL service includes:

- **Dynamic IP Address**

Your monthly Broadband Allowance is **1000GB**. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps.

The cost for 1 MB of data included in this plan is \$0.0002

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. Excess data used will be charged at \$0.0053 per MB in 1 Megabyte Increments.

### Information about pricing.

Your minimum monthly charge is **\$119.95**

The minimum amount you'll pay is **\$1439.40** over 12 months.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$100**.

### Other Information

#### AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available

## CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your home ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working home ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between, then we aim to connect the service within five working days of your request.

## BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, 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 a fixed Ethernet cable.

## CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker. If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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