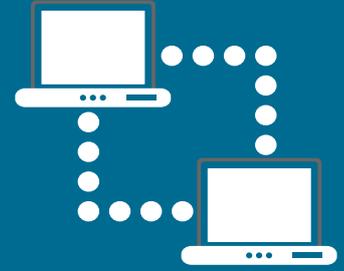# SHDSL Private WAN

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **SHDSL Private WAN (Lite)** plan.

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

MINIMUM TERM

The minimum term is **24 months**.

What's Included and Excluded?

Your SHDSL Private WAN (Lite) service includes:
- **Static IP Address**

You receive an **Unlimited Data** Allowance each month. There are no peak or off peak restriction on your use and no excess usage charges.

You may change your plan once per month. There is no charge to upgrade your access speed (i.e. 2Mbps to 4Mbps), however there is a charge to downgrade your access speed (i.e. 4Mbps to 2Mbps) of **$357.50**

Information about pricing.

The monthly charge depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1 & 2	Zone 3
1Mbps	$359	$769
2Mbps	$459	$969
4Mbps	$589	$1,499
10Mbps	$959	$2,599

The total minimum amount that you will pay for the length of your 24 month contract and depends on the plan you choose:

Access Speed	Zone 1 & 2	Zone 3
1Mbps	$8,616	$18,456
2Mbps	$11,016	$23,256
4Mbps	$14,136	$35,976
10Mbps	$23,016	$62,376

CONNECTION CHARGE

There is no connection fee for all speeds. This is for a connection scheduled during business hours. Should you require a connection outside standard business hours, we will provide a quote.

EARLY TERMINATION CHARGE

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) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

Other Information

AVAILABILITY

SHDSL is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get SHDSL, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work.

ETHERNET SPEEDS

• 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.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Cisco 881 routers which are **$660.**
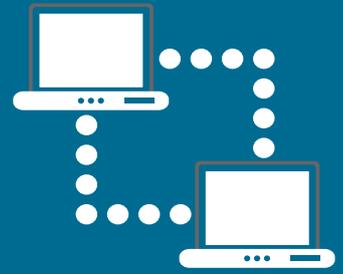
Got any Questions?

📞 **1300 309 984**

✉ **info@hmtel.com.au**

💻 **www.hmtel.com.au**

HM Telecom

SHDSL Private WAN

CRITICAL INFORMATION SUMMARY

Other Information

BILLING

We will bill you in advance for the minimum monthly charge and features. 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

If you have any questions, just call us on 1300 309 984 so we can serve you better. Or you can visit us at www.hmtel.com.au for additional information, including to access information about your usage of the service.

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 You can also contact the Telecommunications Industry Ombudsman at *http://www.tio.com.au/*
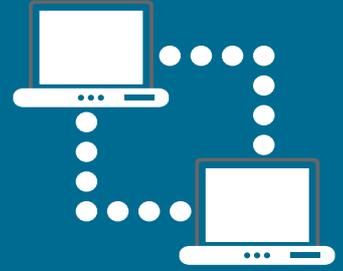
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SHDSL Private WAN

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **SHDSL Private WAN (Standard)** plan.

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

MINIMUM TERM

The minimum term is **24 months**.

What's Included and Excluded?

Your SHDSL Private WAN (Standard) service includes:
*   **Static IP Address**

You receive an **Unlimited Data** Allowance each month. There are no peak or off peak restriction on your use and no excess usage charges.

You may change your plan once per month. There is no charge to upgrade your access speed (i.e. 2Mbps to 4Mbps), however there is a charge to downgrade your access speed (i.e. 4Mbps to 2Mbps) of **$357.50.**

Information about pricing.

The monthly charge depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1 & 2	Zone 3
1Mbps	$399	$949
2Mbps	$519	$1,299
4Mbps	$769	$2,099
10Mbps	$1,099	$3,399

The total minimum amount that you will pay for the length of your 24 month contract and depends on the plan that you choose:

Access Speed	Zone 1 & 2	Zone 3
1Mbps	$9,576	$22,776
2Mbps	$12,456	$31,176
4Mbps	$18,456	$50,376
10Mbps	$26,376	$81,576

CONNECTION CHARGE

There is no connection fee for all speeds. This is for a connection scheduled during business hours. Should you require a connection outside standard business hours, we will provide a quote.

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) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

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Other Information

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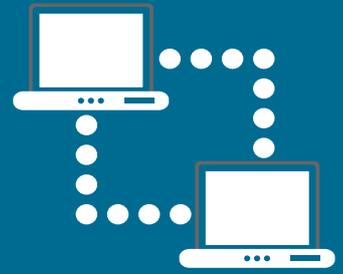
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