

CRITICAL INFORMATION SUMMARY: BUSINESS ADSL2+

1. INFORMATION ABOUT THE SERVICE

Service Description	The Business ADSL2+ provides fast internet access over ADSL technology. It provides a static IP address from which you can access online services.
Minimum Term	No minimum term
Service Inclusions	<ul style="list-style-type: none"> • 1 x Static IP address (IPV4) • 200GB or 500GB download quota per month as selected on service order form • No upload quota limitations • No metering of peak / off peak
Service Exclusions	<ul style="list-style-type: none"> • N/A
Important Offer Conditions	ADSL2+ is not available in all areas. Service qualification needs to be performed to ensure availability.
Important Limitations	ADSL2+ speeds will vary depending on the distance from the local exchange, internet traffic, your equipment and the quality of the infrastructure in your area. Cans on a String cannot guarantee any specific speeds above the minimum of 1.5Mbps download.
Important Qualifications	<p>To use the service you will need a suitable gateway. We recommend your device meets the International Telecommunication Union (ITU) standard for ADSL2+. To confirm this you should check that the device packaging references ADSL2+: G.992.5 (Annex A).</p> <p>Alternatively you can purchase a gateway from Cans on a String.</p>
Monthly Data Allowance	<ul style="list-style-type: none"> • 200GB or 500GB download quota per month as selected on service order form • Any unused data allowance expires at the end of every month, i.e. it will not accumulate.
Future Infrastructure Upgrades	Cans on a String commits to you that if the NBN becomes available in your area and Cans on a String have infrastructure available then we will offer to migrate you over to the NBN and waive any plan break fees and new service setup fees. In some cases you may be able to use the modem/router hardware that you have in place now. If not, a suitable modem/router can be sourced from Cans on a String.

2. INFORMATION ABOUT PRICING

All Prices include GST	
Setup Charges	<p>We will visit your premises to install your service, and charge a professional installation fee of \$ 120.00.</p> <p>This includes us preparing your service for installation, connecting your router to your service and to one computer.</p>

	Please note that for locations further than 10km from Cairns CBD, QLD, 4870, travel charges will apply for onsite setup. We charge \$ 27.50 per 15 min travel time.
Minimum Monthly Charges	\$ 75.00 (200GB monthly download quota as selected on service order form) \$ 100.00 (500GB monthly download quota as selected on service order form)
Maximum Monthly Charges	N/A
Cost of 1MB of Data once Quota is exceeded	\$ 0.005 per 1MB of data
Other Charges	If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know 1 month in advance when this happens.

3. BILLING

First Bill	<p>The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period (calendar month).</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> Charges for part of the month from when the service was activated until the end of that billing period The minimum monthly charge in advance for the next billing period Any additional charges for non-recurrent items (e.g. modem, router) You will receive a full month's data allowance Charges for use exceeding the download quota made during that billing period
Monthly Bill	On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use exceeding the download quota during the month.

4. OTHER INFORMATION

Customer Service Contact Details	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> 07 4049 2222 (phone) 07 4049 2220 (fax) service@cansonastring.com.au <p>during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays.</p> <p>For emergency support outside business hours please call 07 4049 2222 (charges apply).</p>
Dispute Resolution	To log a dispute, please contact our customer service.

This is a summary only – the full legal terms for the individual components of the Cans on a String service are contained in your terms and conditions at www.cansonastring.com.au/Products/Terms-and-Conditions.