



CRITICAL INFORMATION SUMMARY:

## TransWEB BIZ Broadband (VDSL Network)

### Information About The Service

TransACT Broadband is a service that delivers high-speed broadband in ACT/NSW via our own broadband network.

#### Requirements & Availability

It is mandatory to have a Fixed Phone service with us to have our Broadband service. You will require an ADSL modem to connect your service on our ADSL network. If you don't already have one, TransACT can sell you a suitable device at additional cost. For customers connecting to our VDSL/VDSL2 & FTTP network we will provide the modem with our service.

Broadband Service availability can be checked using our online coverage checker at [www.transact.com.au/en-ACT/business/products/internet](http://www.transact.com.au/en-ACT/business/products/internet)

#### Minimum Term

Broadband plans are available on either a 12 month or a 24 month agreement. A 24 month agreement gives access to discounted setup fee.

#### Included Features

There are a range of value-added features included with TransACT broadband, with further detail on the website;

- 2 email addresses
- 1GB of storage per mailbox (or 20MB storage on the national network)
- Additional 1GB mailboxes from \$2 per month
- Anti-spam and anti-virus email filtering
- Email notifications when usage reaches 75% and 100% of monthly download limit
- Helpdesk support
- Online account manager

### Information About Pricing

#### Monthly Charges

Pricing below does not include monthly Phone service charges.

Network	Plan Name	Monthly Included Data		Minimum Monthly Charge	Total Min Price 12 Month Contract	Total Min Price 24 Month Contract	Unit Cost 1GB of data included in plan
		Peak	Off-Peak				
VDSL	TransWEB Biz 1	0GB	0GB	\$15	\$380	\$360	\$0.00
VDSL	TransWEB Biz 1	10GB	10GB	\$35	\$620	\$840	\$1.75
VDSL	TransWEB Biz 1	75GB	75GB	\$65	\$980	\$1,560	\$0.43
VDSL	TransWEB Biz 1	300GB	300GB	\$115	\$1,580	\$2,760	\$0.19
VDSL	TransWEB Biz 1	600GB	600GB	\$175	\$2,300	\$4,200	\$0.15
VDSL	TransWEB Biz 1	1000GB	1000GB	\$255	\$3,260	\$6,120	\$0.13
VDSL	TransWEB Biz 2	0GB	0GB	\$25	\$500	\$600	\$0.00
VDSL	TransWEB Biz 2	10GB	10GB	\$45	\$740	\$1,080	\$2.25
VDSL	TransWEB Biz 2	75GB	75GB	\$75	\$1,100	\$1,800	\$0.50
VDSL	TransWEB Biz 2	300GB	300GB	\$125	\$1,700	\$3,000	\$0.21
VDSL	TransWEB Biz 2	600GB	600GB	\$185	\$2,420	\$4,440	\$0.15



### Excess usage

Downloads count towards your monthly included data. There are no automatic excess usage charges, instead traffic beyond the included data quota will be shaped to the speeds highlighted in the table below.

Peak period	Off-peak period	Shaped Speed
10am - 2am	2am - 10am	128/128 kbps

### Setup Fee

Your broadband setup fee will vary depending on your choice of contract and network.

Network	12 month contract	24 month contract
VDSL/VDSL2/ADSL	\$200	\$0
FTTP	\$450	\$0

### Cancellation Fees

- If you sign up to a fixed term agreement, the maximum applicable break fee is \$200 on VDSL/VDSL2/ADSL networks and \$450 on FTTP network, should you cancel your service during the contract period
- Cancelling your Broadband service will also result in a cancellation of any other TransACT products you've purchased that are only available when bundled with Broadband. Should those products have their own contract, you will be liable for their associated break fees.

## Other Information

### Usage Information

Customers can obtain information on their usage at <https://toolbox.transact.com.au/>

### Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 61**. See [www.transact.com.au/en/](http://www.transact.com.au/en/) contact for more details.

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.transact.com.au/en-ACT/support/accounts/complaints](http://www.transact.com.au/en-ACT/support/accounts/complaints)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)