

## Broadband and Phone Services

### Information about the Service

An Imagatec Broadband Service delivers high-speed broadband (using Optus and Telstra Wholesale Networks) and comes bundled with Line rental, providing a single invoice solution for your broadband needs.

*Note: An Imagatec Broadband Service that uses an ADSL connection will come bundled with phone line rental that should be used for your ADSL service only. If calls are made on the line, call charges will be billed additionally. (See "Additional Information" below).*

### Broadband Contract Term

All Imagatec Broadband Service plans are for an initial contract term of 12 Months. After the initial contract term has expired, your service charges will continue to be charged on a month by month basis, unless you change to a new Imagatec plan, you decide to cancel your service, or Imagatec is required to amend the pricing.

### Mandatory Component of the Service

For all ADSL serviced sites, the bundled Phone Line Rental is a mandatory component of the Imagatec Broadband Service that cannot be separated, cancelled, or modified. The cost of the Phone Line Rental is included in the Imagatec Broadband Service Plan Charge.

If, at any time, the phone line is disconnected or a service from another provider is added to the line, the Imagatec Broadband Service will be cancelled and charges may apply (see "Early Termination Charge" below).

The Long Distance voice call service associated with the bundled Phone Line Rental should not be preselected to another carrier. If it is changed, a "3rd party Long Distance Carrier Surcharge" will apply. (See "Additional Information" below).

### Broadband Connection Speeds

Connection speed for NBN serviced sites is up to 100,000/40,000kbps (100/40Mbps). For sites where NBN is not available, connection speed is up to 20,000/800kbps for ADSL2+ serviced sites and in all other instances, connection speed will be the fastest speed that is possible for your Phone Line, up to 8000/384kbps.

In cases where NBN, ADSL2+ or ADSL1 services are unavailable or cannot be provided, your application will not be approved.

*NB: These services are for Small to Medium Businesses and do not contain a Service Level Agreement or guaranteed level of uptime or speeds. It is supplied on a best effort basis.*

### Limitations/Qualifications for the Service

Imagatec's Broadband Service may not be available in all areas or to all premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please contact Imagatec on 1300 365 443 to check your service availability.

# Business Broadband Terms & Conditions

## Connection Timeframes

New broadband and telephone service activations, where a new phone number is allocated, generally take between 5-20 business days from the day the request is received to activate the service. Connection times are directly affected by the availability and status of copper cables and exchange ports in the area.

Transferring (or churning) an ADSL service from another provider to Imagatec, requires you to nominate a day between 5-20 business days from the date of the order, for the transfer to occur.

The connection time for NBN serviced sites will vary depending on a number of factors, such as your location and the type of premises being connected and the availability of NBN field staff.

The NBN connection timings below are estimates and are to be used as a guide only, as timings may vary:

- For fibre-to-the-premises (FTTP) 4 weeks if no NBN external box has been fitted your premises.
- For fibre-to-the-premises (FTTP) with an external NBN box installed and fibre-to-the-node (FTTN) and fibre-to-the-basement (FTTB) between 2-3 weeks.
- For Hybrid fibre-coaxial (HFC) 4 weeks.
- 2-3 days if both internal and external NBN boxes are installed for fibre-to-the-premises (FTTP).

*Note: Whilst Imagatec endeavours to have your Imagatec Broadband Service connected as quickly as possible, there may be many factors outside of our control that delay the connection and/or churn process.*

## Activation Charge

A one off, initial activation charge will apply to all customers on activation of an Imagatec ADSL Broadband with Phone Line Rental Service. (See “Additional Information” below).

## Early Termination Charge (ETC)

An ETC will apply if your Imagatec Broadband Service is cancelled within your contract term. The ETC will be pro-rated by the number of months remaining in the initial 12 month contract term.

You may cancel your Imagatec Broadband Service at any time by giving Imagatec thirty (30) days of written notice before the requested cancellation date (including if the customer does not wish to continue to use the Service after the end of the initial 12 month contract term of a Fixed-Term Agreement).

- **While under the 12 Month contract:** ETC pro-rated over remaining months of term
- **While on a Month to Month contract:**
  - An ETC charge equal to the monthly service charge is applicable if thirty (30) days of written notice to cancel your Imagatec Broadband Service has not been received by Imagatec Helpdesk before the requested cancellation date
  - No ETC is applicable if correct written notice has been received by Imagatec Helpdesk while on a Month to Month contract.

*Note: Early Termination Charges for each plan are detailed in the “Additional Information” below.*

# Business Broadband Terms & Conditions

## Additional Information

Additional Details and Charges	100GB ADSL	200GB ADSL	Unlimited ADSL	Unlimited NBN
<b>Activation Charge</b>				
Activation with no Technician visit:	\$99.00*	\$99.00*	\$99.00*	\$99.00*
Onsite Technician required:	\$175.00	\$175.00	\$175.00	\$175.00
Onsite Technician and cabling work required:	\$350.00	\$350.00	\$350.00	\$350.00
* <b>Activation Charge Disclaimer</b> If premise located in a regional area (Zone 2/3), Activation with no Technician visit is \$115.00.				
<b>Broadband Allowances and Extra Charges</b>				
<b>Monthly Allowance (Uploads + Downloads)</b>	<b>100GB</b>	<b>200GB</b>	<b>Unlimited</b>	<b>Unlimited</b>
Peak Data Allowance (9am to 1am)	50GB	Up to 200GB Total	Unlimited	Unlimited
Off Peak Data Allowance (1am to 9am)	50GB	Up to 200GB Total	Unlimited	Unlimited
Excess Data Charges	N/A	N/A	N/A	N/A
Connection Speed (ADSL2+ Serviced Site)	20,000/800kbps*	20,000/800kbps*	20,000/800kbps*	N/A
Connection Speed (ADSL Serviced Site)	8000/384kbps*	8000/384kbps*	8000/384kbps*	N/A
Connection Speed (NBN Serviced Site)	N/A	N/A	N/A	100/40Mbps*
* <b>Connection Speed Disclaimer</b> Maximum connection speed is dependent on a number of factors that cannot be controlled, such as content location, content type, users accessing the content, line quality, line length and/or distance to exchange, local computer, network, hardware and software limitations and/or interference, etc. As such, the maximum connection speed listed is the theoretical maximum, and not guaranteed. These services do not contain a Service Level Agreement or guaranteed level of uptime or speeds. It is supplied on a best effort basis.				
Connection Speed (once allowance exceeded)	Up to 128/128Kbps	Up to 1024/384Kbps	N/A	N/A
Plan change fee	\$59.00	\$59.00	\$59.00	\$99
<b>Phone &amp; Line Service Details and Extra Charges</b>				
Line Rental charge	Bundled**	Bundled**	Bundled**	Bundled**
Untimed Local Calls	20c/call	Unlimited	Unlimited	Unlimited
Untimed 13/1300 Calls	30c/call	Unlimited	Unlimited	Unlimited
National Calls	15c/min + 35c/call	Unlimited	Unlimited	Unlimited
Mobile Calls	35c/min + 35c/call	Unlimited	Unlimited	20c/min + 35c/call
International Calls	Billed per Second	Billed per second	Billed per second	Billed per second
Change of Phone Number	\$99.00	\$99.00	\$99.00	\$99.00
3rd party Long Distance Carrier Surcharge	\$10.00	\$10.00	\$10.00	N/A
International Call Rates (available for download: <a href="http://www.imagatec.com.au">www.imagatec.com.au</a> )	100GB International call rates detailed in "International Rates (100GB)" PDF 200GB/Unlimited International call rates detailed in "International Rates(200GB-UL)" PDF NBN International call rates detailed in "International Rates(NBN)" PDF			
** <b>Line Disclaimer</b> Please note there is a \$15 transfer fee to retain an existing <b>Telephone Number</b> when transferred to a new line or new VOIP service. Additionally, for technical reasons, it may not be possible to transfer an existing number, in which case, no transfer fee will be applicable.				
<b>Early Termination Charge</b>				
Service cancelled within contract period or without required 30 days of written notice	\$330.00	\$200.00	\$200.00	\$330.00
<b>Total Service Costs (excluding activation and call fees)</b>				
Total Monthly Cost - Zone 1	\$80.00	\$99.00	\$120.00	\$125.00
Total Monthly Cost - Zone 2/3	\$85.00	\$104.00	\$125.00	\$130.00
Total Min Cost - Zone 1	<b>\$960.00</b>	<b>\$1,188.00</b>	<b>\$1,440.00</b>	<b>\$1500.00</b>
Total Min Cost - Zone 2/3	<b>\$1,020.00</b>	<b>\$1,248.00</b>	<b>\$1,500.00</b>	<b>\$1560.00</b>