

Critical Information Summary

CipherTel Bethanie Fields ADSL, Eaton, WA

Information about the Service

CipherTel ADSL is an internet service that provides access, over the Bethanie Fields Copper Network, to the internet and related services, such as email. The service is designed to provide an 'always on' or constant connection to the internet.

Please note,

- A conventional fixed phone line is required for connection to the Bethanie Fields Eaton ADSL Network for internet or phone services.
- The service will not work in the event of a power outage.

Requirements & Availability

Connection to the Bethanie Fields ADSL Network is available only to residents located in the Bethanie Fields Estate at Eaton Drive, Eaton, Western Australia.

You will require a copper connection to the Bethanie Fields Server room and an ADSL modem to be installed at your premise before your internet service can be connected and activated.

CipherTel can supply a pre programmed ADSL Modem/Router (Netgear D1500) which will allow for wireless connectivity, such as Ipads, Smartphone's, Laptops etc.

Minimum Term

There are no minimum terms on Bethanie Fields ADSL Internet plans.

Information about pricing

Monthly Charges (Inclusive of GST)

CipherTel Bethanie Fields Internet Plan	Plan Type Up To 512/256K
Min Monthly Charge	\$29.95
Connection and Onsite Installation and Configuration Fee	\$100.00
Included Data Allowance (Down/Up)	Unlimited
Speed Shaped to after Data Allowance exceeded	N/A
Suspension Fees Customers can suspend their account during periods of travel and retain their connection for a period of up to 3 months at a reduced month rate (1 month minimum)	\$10.00p/m
Reconnection Fees Customers can also cancel their service during extended periods of travel and reconnect the service at a reduced connection fee.	\$50.00
Min. Cost over 12 Month Contract	\$N/A
Min. Cost over 24 Month Contract	\$N/A

Other Fees

CipherTel Technicians can attend onsite to assist with Internet related problems. Charged at a pensioner concession rate of \$88.00inc per hour, incl travel time.

Issues found to the CipherTel ADSL network will not be charged (Not carrier related)

Pre programmed 4 Port Wireless Modem/Router (if required)	\$99.00
Additional Line Filter	\$8.00
Phone Line Splitter	\$10.00

Excess Usage

There are no excess usage charges on CipherTel's Bethanie Plans. .

Cancellation Fees

Nil – as No Contract Term

Other Information

Usage Information

N/A

Customer Service Contact Details

For sales and support assistance contact CipherTel on 1300 309 500 or email support@ciphertel.com. For accounts assistance contact 1300 309 500 or email accounts@ciphertel.com. Customer Service is available Monday to Friday 8.30am to 5.00pm Western Standard Time excluding public holidays in Western Australia.

Customer Complaints

If you have a concern with the service we provide to you please contact our complaint resolution area on 1300 309 500. CipherTel's complaint handling process can be viewed at www.ciphertel.com.

Telecommunications Industry Ombudsmen

If you are dissatisfied with the outcome of your complaint handling you may contact the Telecommunications Industry Ombudsmen (TIO) for independent Mediation. The TIO can be contacted by phone on 1800 062 058, in

writing to PO Box 276, Collins Street West, VIC 8007 or visiting the website at www.tio.com.au/making-a-complaint.