



BROADBAND ADSL INTERNET SERVICE

STANDARD PRICING TABLE

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1 ABOUT THIS STANDARD PRICING TABLE

- (a) This *standard pricing table*, together with:
 - (i) *your application*;
 - (ii) *the standard terms*; and
 - (iii) *the service description*.forms the *agreement*.
- (b) You may obtain a copy of the latest version of the above documents (other than *your application*) on *our website*, at <http://www.elderstelco.com.au/goto/agreements> or from *us* on request.
- (c) Where you may be charged a fee, then this fee is set out in this *standard pricing table*. Please check this *standard pricing table* carefully to see what fees apply to *your use of the service*.
- (d) The meaning of the words printed *like this* is explained at the end of this *standard pricing table*, in the *service description* or in the *standard terms*.

2 PAYMENT TERMS

- (a) You must pay the charges for the *service* by direct debit payment from *your credit card* or nominated bank account.
- (b) You must pay the charges even if you are unable to use the *service* or access the Internet.

3 INSTALLATION FEES

- (a) We will charge you one-off connection charge to connect the *service* as set out in the table below.

Contract Type	Connection Fee
12-month contract	\$90
12 month contract with BYO modem	\$50
24-month contract	\$0
Transfer as a current ADSL User with a third party for 12 month contract	\$50
Transfer as a current ADSL User with a third party for 24 month contract	\$0



- (b) We will charge you a one-off charge for an *ADSL modem* on the terms stated in clause 4.5.

For customers entering into a 24 month agreement, we are offering *specials* on *ADSL modems*, on the terms stated in clause 7.

- (c) If you already have an approved *ADSL modem* and plan to use your own existing *ADSL modem* or telephone filters, you should check our list of approved equipment on our *website* to ensure the equipment you are using is compatible and approved for use with the *service*.

4 PRICING PLANS

4.1 What Pricing Plans apply to the service?

- (a) You must pay us a monthly service charge each month for the term of the *agreement*.
- (b) The *pricing plans* for the *service* are set out in the tables below.
- (c) The *minimum term* of each *pricing plan* is either 12 or 24 months, depending on the offer you have selected in your *application*.
- (d) Any *specials* notified to you by us from time to time.
- (e) **Pricing plans available to new/existing customers who connect to the service prior to 1 July 2006.**

Monthly Plan	High Speed Data Allowance	Additional usage* or Fixed** Service	Speed Limit if Data Allowance or Additional Usage to \$150 Exceeded (kbps)	Maximum Down Load/Upload Speed (kbps)***	Monthly Access Fee
ADSL Welcome	150MB	Additional usage* at \$0.15 per MB	64	256/64	\$19.95
ADSL Light	400MB	Fixed**	64	256/64	\$39.95
ADSL Experience	10GB	Fixed**	64	256/64	\$59.95
ADSL Fast Light	400MB	Additional usage* at \$0.15 per MB	64	512/128	\$39.95
ADSL Fast Light	400MB	Fixed**	64	512/128	\$49.95
ADSL Fast Experience	10GB	Fixed**	64	512/128	\$79.95
ADSL Symmetric	10GB	Fixed**	64	512/512	\$79.95



	15GB	Fixed**	64	512/512	\$99.95
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(f) **Pricing plans available to new/existing customers who connect to the service on or after 1 July 2006 and before 30 October 2006.**

Monthly Plan	High Speed Data Allowance	Additional Usage* Charges or Fixed** Service	Speed Limit if Data Allowance or Additional Usage to \$150 Exceeded (kbps)	Maximum Down Load/Upload Speed (kbps)**	Monthly Access Fee
ADSL Welcome	150MB	Additional usage* at \$0.15 per MB	64	256/64	\$19.95
ADSL Light	400MB	Fixed**	64	256/64	\$39.95
ADSL Experience	10GB	Fixed**	64	256/64	\$59.95
ADSL Fast Light	400MB	Additional usage* at \$0.15 per MB	64	512/128	\$39.95
ADSL Fast Light	400MB	Fixed**	64	512/128	\$49.95
ADSL Fast Experience	10GB	Fixed**	64	512/128	\$79.95
ADSL Symmetric	10GB	Fixed**	64	512/512	\$79.95
	15GB	Fixed**	64	512/512	\$99.95



(g) **Pricing plans available to new/existing customers who connect to the service on or after 30 October 2006 and before 13 June 2007.**

High Speed Data Allowance	Additional usage* Charges or Fixed** Service	Speed Limit if Data Allowance or Additional Usage to \$150 Exceeded (kbps)	Maximum Down Load/Upload Speed (kbps)***	Standard Monthly Access Fee	24 Month Contract Special offer only
200MB	Additional usage* at \$0.14 per MB	64	256/64	\$29.90	\$14.95 per month for the first 6 months
500MB Only available on 24 month contract	Additional usage* at \$0.14 per MB	64	256/64	\$39.90	\$19.95 per month for the first 6 months
10GB	Fixed**	64	256/64	\$59.90	\$29.95 per month for the first 6 months
400MB	Additional usage* at \$0.14 per MB	64	512/128	\$39.90	\$19.95 per month for the first 6 months
10GB	Fixed**	64	512/128	\$69.90	\$34.95 per month for the first 6 months
500MB	Additional usage* at \$0.14 per MB	64	512/512	\$59.90	\$29.95 per month for the first 6 months
10GB	Fixed**	64	512/512	\$89.90	\$44.95 per month for the first 6 months
500MB	Additional usage* at	64	1500/256	\$69.90	\$34.95 per month for the



	\$0.14 per MB				first 6 months
10GB	Fixed**	64	1500/256	\$99.90	\$49.95 per month for the first 6 months

(h) **Pricing plans available to new/existing customers who connect to the service from 13 June 2007.**

High Speed Data Allowance	Additional usage* Charges or Fixed** Service	Speed Limit if Data Allowance or Additional Usage to \$150 Exceeded (kbps)	Maximum Down Load/Upload Speed (kbps)***	Standard Monthly Access Fee	24 Month Contract Special offer only
200MB	Additional usage* at \$0.14 per MB	64	256/64	\$29.90	\$14.95 per month for the first 6 months
15GB	Fixed**	64	256/64	\$59.90	\$29.95 per month for the first 6 months
500MB	Additional usage* at \$0.14 per MB	64	512/128	\$34.90	\$17.45 per month for the first 6 months
15GB	Fixed**	64	512/128	\$69.90	\$34.95 per month for the first 6 months
500MB	Additional usage* at \$0.14 per MB	64	512/512	\$49.90	\$24.95 per month for the first 6 months
15GB	Fixed**	64	512/512	\$79.90	\$39.95 per month for the first 6 months
600MB	Additional usage* at \$0.14 per MB	64	1500/256	\$39.90	\$19.95 per month for the first 6 months
15GB	Fixed**	64	1500/256	\$69.90	\$34.95 per month for the first 6 months
25GB	Fixed**	64	1500/256	\$79.90	\$39.95 per month for the first 6 months
1GB	Additional usage* at \$0.14 per MB	64	8000/384	\$59.90	\$29.95 per month for the first 6 months



15GB	Fixed**	64	8000/384	\$89.90	\$44.95 per month for the first 6 months
25GB	Fixed**	64	8000/384	\$99.90	\$49.95 per month for the first 6 months
60GB	Fixed**	64	8000/384	\$149.90	\$74.95 per month for the first 6 months

4.2 *Additional usage

Additional usage on download charges apply on any *pricing plans* where indicated if *you* use additional data to your plan *data allowance* in one billing month. *We* have capped the amount of additional usage to \$150 across all plans and once *you* have reached this amount *your service* may be *speed limited* to 64 kbps until the first day of *your* next billing month.

4.3 **Fixed

With a Fixed service, the service will be automatically *speed limited* to 64 kbps once *you* have reached the *data allowance* for *your pricing plan*. *Your service* speed will be restored on the first day of *your* next billing month.

4.4 ***Download/Upload Speed

These are the maximum speeds achievable. Actual speeds will vary and are likely to be less than the maximum speeds because of technical reasons including *your* distance from the telephone exchange, the number of and type of other services being used over lines in the same cable as *your* line, the quality and configuration of *your* line from the telephone exchange to *your premises* and within *your premises*, electrical interference from outside sources, *your* hardware and software, the source of *your* download (including the capacity of, load on and access data rate of the destination host computer which *you* are accessing), and general internet traffic.



4.5 Standard Modem & Router Charges

Prices	With Delivery GST inc	Without Delivery GST inc
4200 ADSL Modem	\$129	\$99
6520 ADSL Modem & WiFi Router	\$209	\$199
Ancillary Products:		
Gigaset PC Card 108	\$105	\$105
Gigaset USB Stick 108	\$105	\$105
Gigaset USB Adapter 108	\$105	\$105
DSL Splitter	\$20	\$8

1. Hardware may be sold to Customers of Elders ADSL or Satellite services. Title to all Hardware remains with Elders until receipt by Elders of full payment for that Hardware in accordance with the prices listed above. Risk in the Hardware passes to the Customer on delivery.
2. All prices include delivery within Australia by Australia Post.
3. Warranty is for a period of 3 years on all products.
4. Warranty is void after 12 months if Customer is no longer an Elders ADSL or Satellite Customer.
5. Hardware only available on contract periods of 12 months or greater.
6. Modems & routers include:
 - 1 DSL Splitter
 - 1 x Ethernet Cable (RJ45)
 - 1 x USB Cable
 - 1 x USB Extension Cable (ADSL Home Wi-Fi Kits only)
 - 1 x Phone cable (RJ11)
 - Self-Install CD

5 OTHER CHARGES

5.1 What will it cost if *you* move to another serviceable address?

We will charge *you* a standard service relocation fee of \$50 to install the *service* to another Elders Internet serviceable address. When *your service* is moved, *you* will commence another *minimum term* of either 12 or 24 months at the standard access monthly fee (without the special offer of the first 6 months half-price for a 24 month *minimum term*). If you select a 24 month contract *minimum term* the relocation fee will be the same as the 24 month *minimum term* contract *connection fee* at the time.

Should *you* move to a location that *we* are unable to provide the *service* then cancellation fees outlined in clause 5.5 apply.

5.2 Late Or Non-Payment Fees And Charges

- (a) If *you* do not pay all amounts *you owe us* by the date the payment is due, *we* may charge *you* a late fee of:



Unpaid Amount	Late Fee
Less than \$100	\$10 per month (no GST payable)
\$100 or more	\$10 per month plus 2% above the prime lending rate charged to <i>us</i> by <i>our</i> then current principal bankers calculated daily on the unpaid amount above \$100 (including any late fees already incurred).

- (b) This late fee is payable until all outstanding amounts are paid.

5.3 Payment Dishonour Charges

- (a) We may charge *you* a dishonour fee of **\$22** if *your* payment is dishonoured by *your* nominated financial institution or credit provider.
- (b) This fee is in addition to any fees that *your* financial institution or credit provider may charge *you*.

5.4 Reconnection charges

If *the service is cancelled* (for example for non-payment) and *you* then choose to reactivate the *service* we will charge *you* **\$90** to reconnect to the *service*. This charge is to cover costs incurred by *us* in *cancelling* and reactivating the *service*.

5.5 Cancellation fee

If *you* are on a *fixed-length agreement* and *you cancel* the *service* before the end of the *minimum term*, we will charge *you* a *cancellation fee*:

- (a) if *you cancel* when *you* are on a 12 month *minimum term* we will charge *you* a cancellation fee calculated as $\$120/12 \times n$ where *n* is the remaining number of months of the *minimum term*; or
- (b) if *you cancel* when *you* are on a 24 month *minimum term* we will charge *you* a cancellation fee calculated as $\$360/24 \times n$ where *n* is the remaining number of months of the *minimum term*.

5.6 Change of Account Holder Fee

If *we* agree to let *you* change the name on *your* account by assigning *your* rights under this *agreement* we will charge *you* a **\$50** fee for processing this change.

5.7 Change of Plan

If *you* ask *us* after connecting the *service* to change *your* plan *you* will not be charged to downgrade or upgrade *your* plan speed or change to a different plan with the same speed. Upon the change *you* will continue the same *minimum term* as in your original contract at the standard access monthly fee (without the special offer of the first 6 months half-price for a 24 month *minimum term*). Plan changes are effective at the start of the next normal billing month.



5.8 Equipment replacement charges

- (a) If, outside the *warranty period*, you need to replace the *ADSL modem* we have supplied to you we will charge you in accordance with the table at clause 4.5.
- (b) Outside the *warranty period* we do not supply replacement:
 - (i) Ethernet or USB cable; or
 - (ii) *ADSL filter*.

You will need to obtain these items from *your* local computer retailer.

6 STATIC IP CHARGES

Static IP Address charges are \$10 per month.

7 EXTERNAL SUPPORT CHARGES

If you contact Telstra Corporation Limited or one of its related corporations (**Telstra**) directly when you have issues or difficulties with *your service* without first advising us, we will charge you the Telstra call out fee of \$100 if we are charged this fee by Telstra.

8 SPECIALS

The following *specials* apply to the *service*. We may also offer other *specials* and if the terms of that *special* are not set out below you will be advised of these separately, for example, in promotional material relating to the *special*.

8.1 Transfer Credit

If you are transferring *your service* from another service provider to us, and you enter into a 24 month contract with us and you use your own modem with *your service* and that modem is compatible with our *service*, we will give you a \$50 credit. The credit will be added to *your* account within the first 3 months of connection and cannot be exchanged for cash.

8.2 4200 ADSL Modem Offer

For customers entering into a 24 month agreement, a 4200 ADSL Modem Kit will be provided to you by us for \$0. This offer is limited to one modem per *service*.

8.3 6520 ADSL Wireless Modem Special Offer

For customers entering into a 24 month contract, a 6520 ADSL Wireless Modem Kit will be provided to you by us for \$80. This offer is limited to one modem per *service*.