

CRITICAL INFORMATION SUMMARY: ADSL Broadband

Information about the Service

Uniscope Communications offers ADSL Broadband as a budget internet service, for customers who do need access to the internet but don't rely on it for access to critical services.

All Uniscope Communications' ADSL plans come with unlimited downloads/uploads and a static IP address. All prices quoted on the website include GST unless otherwise stated.

Requirements and Availability

Availability of an ADSL Broadband service to your premises is subject to ordering and qualification checks performed by Uniscope Communications when you place an order for the service, and you will be advised of the status of the order accordingly during the process. If an ADSL Broadband service is not available, we will offer you a suitable alternative product where possible.

Customers are required to supply their own modem to use with their ADSL Broadband service. Uniscope Communications does not supply routers, but our staff are contactable for up to date recommendations. Please note these recommendations do not constitute any guarantee(s) regarding the recommended equipment. Any modem used for connecting to an ADSL Broadband service must support ADSL2+.

ADSL Broadband connection speeds are dependent upon the distance between your premises and the local telephone exchange, the speed quoted in the plan is a maximum value only. Our staff can be contacted for an estimate of the speed of the service to your premises, but these are only estimations and are not a guarantee.

ADSL Broadband plans do not include the cost of the phonelines necessary to run the service, it is up the customer to maintain a PSTN phone line/service, and we will need the Phone Number of the service to setup the ADSL service on the line.

It is important to be aware of certain factors that can negatively influence the perceived performance and reliability of your ADSL Broadband service, such as:

- Noise and/or line faults on the copper phone-line providing the ADSL Broadband service.
- Congestion outside of the Uniscope network (e.g. An overloaded website, overloaded video streaming service, etc.).
- Performance limitations of the devices using the ADSL Broadband service (e.g. Mobile phone, tablet, PC, Router, etc.).

Minimum Term

All Uniscope Communications' ADSL Broadband services have no fixed term contract.

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Information about Pricing

Monthly Charges

Plan Name	Monthly Fee	Total Minimum Price (inc. standard setup)
ADSL Broadband	\$69.95	\$139.90

Installation and Setup Fees

Contract Term	Standard Install
0 Months	\$69.95

You will be advised before your order is accepted if your connection does not meet the criteria for a Standard Install.

Cancellation Fees

The cancellation fee for all ADSL Broadband services is the remaining value of the full contract term at the time of cancellation.

Other Information

Usage Information

Please contact us for usage information regarding your connection (refer to Customer service details).

Customer service details

For all support/sales/accounts enquiries please ring 1300 000 864 or email support@uniscope.com.au. Support hours are from 6AM AWST – 5PM AWST, or during critical outages.

Dispute Resolution

For all disputes relating to your service, refer to the following complaints process as documented on our website at www.uniscope.com.au/information. If you are unsatisfied with the outcome after following the complaint handling process, you can contact the Telecommunications Industry Ombudsman at 1800 062 058 or by visiting www.tio.com.au/making-a-complaint, for independent mediation.