

## Critical Information Summary

## Nexgen ADSL Plans

### INFORMATION ABOUT THE SERVICE

#### Service Description

NexGen Cloud ADSL Plans are an Asymmetric internet service provided over the copper network. Nexgen will utilize existing copper infrastructure onsite or order a new PSTN line to deliver a new internet connection. ADSL 2 speeds are depending on a number of factors including distance to the exchange, copper quality and customer infrastructure. Speeds are an Up to 24mbps download and up to 1mbps upload.

#### Installation Requirements and Availability

For a NexGen Cloud ADSL service to be active, there is a requirement of an active PSTN service at site. NexGen Cloud ADSL services are only available at certain exchanges and are all subject to capacity and infrastructure at both the exchange and customer premises. The ADSL service requires a compatible ADSL2 modem to function. Nexgen will provide an ADSL2 modem with the ADSL service and it is the customers responsibility to manage this modem. Customers may choose to utilize their own modem on site also.

#### Minimum Term

NexGen Cloud Voice Plans have a minimum contract term of 36 months.

#### Features Included with The Product

NexGen Cloud ADSL services come with 1 static IP address. The ADSL service comes with an ADSL 2 wifi modem.

#### Exclusions

NexGen Cloud ADSL plans do not come with any form of network management. Management of firewalls, modems, racks, cabling, patch panels or any other IT infrastructure or software is not the responsibility of Nexgen with this product. This also includes the range of Wifi in the customers premises.

### INFORMATION ABOUT PRICING

#### Monthly and Once-off Charges

NexGen Cloud ADSL plans available are listed below, outlining; monthly plan fee, term and the minimum total costs.

#### Early Termination Fees

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied the remainder of the contract term. (E.g. if your minimum monthly charge for a plan is \$69 and you decide to cancel the plan with 8 months remaining, the early termination fee will be calculated at \$69 multiplied by 8). To cancel a plan NexGen will require 30 days written notice from the authorised contact.

### OTHER INFORMATION

#### Billing and Payment Information

NexGen's method of bill delivery is via email. NexGen can email one or multiple email addresses the monthly invoice. Invoices can be viewed online at [www.nexgen.com.au](http://www.nexgen.com.au). Customers can email our billing team at [billing@nexgen.com.au](mailto:billing@nexgen.com.au) or contact us on 1300 02 04 02.

Payment for the phone account is strictly by direct debit only. Customers can choose a bank account or credit card. Credit card direct debits will incur a fee per transaction. Fees are currently charged at 1.5% for all Visa and Mastercard payments and 2.0% for all American Express payments. Late payment fees of \$35 (ex GST) will apply where invoices are not paid by the due date.

### Contacting NexGen

Customers can contact NexGen on 1300 02 04 02 to discuss any billing, support or hardware enquiries. You can also email our billing department at [billing@nexgen.com.au](mailto:billing@nexgen.com.au).

If you are not satisfied with the outcome or service provided to you, you can email [support@nexgen.com.au](mailto:support@nexgen.com.au).

If you are still unsatisfied with the actions by NexGen and the resolution, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 to assist you further.

### PRICING SCHEDULE

Service Type	Included Monthly Data	Monthly Fee	Term	Minimum Total Cost - 36 Months
ADSL 2 On Net Unlimited	Unlimited	\$ 69.95	36 Months	\$ 2,518.20
ADSL 2 Off Net Unlimited	Unlimited	\$ 99.95	36 Months	\$ 3,598.20

#### Please Note:

- Pricing schedule listed below Includes GST
- Plan minimum term is 36 months.
- Priced on a per month schedule.