



1300 761 130

www.integra-group.com.au

## Critical Information Summary

Business Broadband | Naked DSL | Plan

### Information about the service

This document contains a quick summary about your Integra business broadband naked ADSL plan. It covers things like the length of your contract and how much you need to pay each month. What's included and what's not.

**Description of the service** | This is a business broadband naked ADSL service. It is a high-speed broadband internet connection which uses a fixed copper telephone line without the cost of line rental.

Plan	B301	B302	B303	B304	B305
Minimum monthly reoccurring cost (MRC)	\$ 69.95	\$ 89.95	\$ 99.95	\$ 129.95	\$ 149.95
Minimum charge for 24 month contract	\$ 1,678.80	\$ 2,158.80	\$ 2,398.80	\$ 3,118.80	\$ 3,598.80
Monthly data allowance	256 K	100 Gb	250 Gb	500 Gb	Unlimited
Installation fee (one off) will appear on your first bill	\$ 199.00	\$ 199.00	\$ 199.00	\$ 199.00	\$ 199.00
Number of Static IP addresses	1	1	1	1	1
Number of Integra email accounts	1	5	10	25	50
Minimum contact term	24 months	24 months	24 months	24 months	24 months

**Mandatory components** | A compatible Integra approved modem/router is required. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information.

**Minimum plan term** | Plan B301, B302, B303 B304 & B305 are available with a minimum term of **24 months**.

**Availability** | This service may not be available in your location. Please check with Integra staff to confirm that service delivery is available in your location.

**What's included** | This service includes a static IP address.

**What's not included** | This service does not have an active fixed line. You will not be able to make or receive telephone calls from the telephone line. For a business telephone service ask Integra staff about our Home VoIP telephone plans.

**Email accounts** | Plan B301 includes up to 1 email account. Plan B302 includes up to 5 email accounts. Plan B303 includes up to 10 email accounts. Plan B304 includes up to 25 email accounts and Plan B305 includes up to 100 email accounts. (i.e. yourname@integraphone.com.au) Additional email accounts can be provided at \$5.00 each per month.

**Broadband Speeds** | The actual speed you experience depends on a number of factors, including your equipment, the quality and location of your line, how far your connection is from the local telephone exchange, the applications you are using, the capacity and speed of our systems, the systems of our suppliers, and the Internet generally. For these reasons, you should not expect your actual speed to be at or near the theoretical maximum.

### Information about pricing

**Minimum monthly charge** | The minimum monthly charge for your business broadband plan B301 is **\$ 69.95** per month inclusive of GST. The minimum monthly charge for your business broadband plan B302 is **\$ 89.95** per month inclusive of GST. The minimum monthly charge for your business broadband plan B303 is **\$ 99.95** per month inclusive of GST. The minimum monthly charge for your business broadband plan B304 is **\$ 129.95** per month inclusive of GST. The minimum monthly charge for your business broadband plan B305 is **\$ 149.95** per month inclusive of GST.

**The total minimum plan cost** | These are the total minimum plan amounts you will pay over the plan term.

- If you take up the **\$69.95 ( B301 Plan )** the total minimum amount you'll pay over 24 months is **\$ 1,1678.80**  
Plus a one off activation fee of \$ 199.00
- If you take up the **\$89.95 ( B302 Plan )** the total minimum amount you'll pay over 24 months is **\$ 2,158.80**  
Plus a one off activation fee of \$ 199.00
- If you take up the **\$99.95 ( B303 Plan )** the total minimum amount you'll pay over 24 months is **\$ 2,398.80**  
Plus a one off activation fee of \$ 199.00
- If you take up the **\$129.95 ( B304 Plan )** the total minimum amount you'll pay over 24 months is **\$ 3,118.80**  
Plus a one off activation fee of \$ 199.00
- If you take up the **\$149.95 ( B305 Plan )** the total minimum amount you'll pay over 24 months is **\$ 3,598.80**  
Plus a one off activation fee of \$ 199.00

**Changing Plans** | You may change to a higher plan at any time without having to restart your minimum plan term.

**Credit limits** | This is a postpaid service. Credit limits are applied automatically to all accounts. If you exceed your credit limited you will not be able to use your internet connection. You will continue to be billed for the service until you cancel the service with us.

**Other charges** | If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

**Early termination charges** | If you cancel your service prior to the end of your contract term you will incur an early termination fee (ETF). These are calculated by multiplying the number of outstanding contract months times the minimum monthly reoccurring cost (MRC).

**Usage information** | If you exceed your monthly data allowance your service will be slowed down to 256kbps for all usage for the rest of that month until your next billing cycle begins. You will not be charged for the excess data you use. You will be notified at 50%, 75% and 100% once you have reach these data thresholds within your monthly billing period.

**Billing information** | We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of the billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

## Customer Service Information

**Customer Support, Enquires, Feedback and Complaints** | We are committed to providing you with excellent service and support. Please feel welcome to contact us directly by :-

Phone support .....	07 3339 9333
Fax support .....	07 3339 9311
Email support .....	support@integracorp.com.au
Online customer service & support portal .....	www.integra-group.com.au/personal/support

**Dispute resolution process** | If you have not been able to resolve a problem through our national customer service and support centre you may escalate the problem to our dispute resolution team. Please email to [complaints@integra-group.com.au](mailto:complaints@integra-group.com.au)

**Further assistance** | We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you have exhausted all avenues for resolving your complaint (Level 1 customer support & Level 2 dispute resolution) with Integra and you are still not satisfied with the proposed resolution, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on **1800 062 058 Fax: 1800 630 614 Online: <http://www.tio.com.au/about-us/contact-us>**

**Summary** | This is a summary only - the full legal terms for your service are contained in your agreement with Integra and our customer terms. Please contact us for further information or visit our website for full Terms and Conditions. [Integracorp.com.au/customer-terms/](http://Integracorp.com.au/customer-terms/) or **Contact us on Integra customer support on 07 3339 9333 or 1300 761 130.**

Integra Corporation Pty Ltd | A.B.N. 64 066 354 443  
133 Leichhardt Street | Brisbane | Queensland | Australia | 4000  
Tel 07 3339 9333 | Fax 07 3339 9311 | Email [info@integra-group.com.au](mailto:info@integra-group.com.au)