

Norfolk Telecom ISP: Basic Charges

INTERNET – DIAL-UP SERVICES	
Establishment fee	\$40 (Includes E-mail account)
Connection Rate – Peak (6am to 8pm)	\$3 per hour
Connection Rate – Off Peak (8pm to 6am)	\$2.50 per hour
Temporary Account establishment fee	\$10 - No E-mail account - Maximum 1 month connection
INTERNET – OTHER SERVICES	
Web page hosting	
◆ Private – 5 meg (Local Host)	
◆ Business – 5 meg (Local Host)	
Network Engineering	\$60 per hour
INTERNET - ADSL SERVICE ¹	
Establishment Fee	
◆ Existing ISP Customer	\$0
◆ New ISP Customer	\$40 (Includes first E-mail account)
Installation Fees	Per Hr Labour plus equipment (minimum fee applies)
Minimum Install Fee	\$50
Minimum Contract Term	1 month
Free Services ²	Mail, Local Web, Local Game Servers, DNS Lookup
INTERNET – ADSL PLAN	
ADSL 30	
Data Rate	512 Kbps Download / 256 Kbps Upload
Service Fee	\$30 per month
Data Allowance ³	500 Megabytes per month
Additional Usage (after allowance) ³	501 to 1500 Megabytes: \$0.19 per Megabyte Over 1500 Megabytes: \$0.08 per Megabyte
INTERNET – ADSL PLAN	
ADSL 50	
Data Rate	512 Kbps Download / 256 Kbps Upload
Service Fee	\$50 per month
Data Allowance ³	1000 Megabytes per month
Additional Usage (after allowance) ³	1001 to 2000 Megabytes: \$0.16 per Megabyte Over 2000 Megabytes: \$0.07 per Megabyte
INTERNET – ADSL PLAN	
ADSL 90	
Data Rate	768 Kbps Download / 256 Kbps Upload
Service Fee	\$90 per month
Data Allowance ³	2000 Megabytes per month
Additional Usage (after allowance) ³	2001 to 3000 Megabytes: \$0.13 per Megabyte Over 3000 Megabytes: \$0.06 per Megabyte
INTERNET – ADSL PLAN	
ADSL 150	
Data Rate	768 Kbps Download / 256 Kbps Upload
Service Fee	\$150 per month
Data Allowance ³	3500 Megabytes per month
Additional Usage (after allowance) ³	3501 to 4500 Megabytes: \$0.11 per Megabyte Over 4500 Megabytes: \$0.05 per Megabyte
INTERNET – ADSL PLAN	
ADSL D128 (Data) ⁴	
Data Rate	128 Kbps Download / 128 Kbps Upload
Service Fee	\$400 per month
Data Allowance ³	10000 Megabytes per month
Additional Usage (after allowance) ³	Over 10000 Megabytes: \$0.03 per Megabyte

INTERNET – ADSL PLAN	ADSL Accomodation ⁵
Data Rate	512 Kbps Download / 256 Kbps Upload
Service Fee	\$10 per month
Data Allowance ³	0 Megabytes per month
Additional Usage (after allowance) ³	0 to 2000 Megabytes: \$0.19 per Megabyte
	Over 2000 Megabytes: \$0.09 per Megabyte
INTERNET – ADSL PLAN	ADSL On Hold ⁶
Data Rate	Service Disabled
Service Fee	\$10 per month
Data Allowance ³	N/A
Additional Usage (after allowance) ³	N/A

INTERNET – ADSL OPTION	Priority Support ⁷
Service Fee	\$150 per month
INTERNET – ADSL OPTION	Multisite ⁸
Installation Fees	Per Hr Labour plus equipment (minimum fee applies)
Minimum Install Fee	\$25
Service Fee per extra link (maximum = 2)	\$10 per month
INTERNET – ADSL MODEM LEASE	
Modem-UE (USB/Eth Modem)	\$4.00 per Month
Modem-4E (4 x Eth Modem)	\$4.00 per Month
Modem-4EW (4 x Eth/Wireless Modem)	\$6.50 per Month

INTERNET – HOTSPOT ¹⁰	
1 Hour Access	\$5
5 Hours Access	\$20
10 Hours Access	\$35

NOTES

1. During the term of the ADSL Service contract, you can choose (and move between) any of the listed plans. Moving between plans will only be done at the beginning of a month and charges may apply.
2. Free services are services provided by Norfolk Telecom that will not be included in data usage calculations and are therefore free of charge. Please contact Norfolk Telecom for further details about free services.
3. Allowances and Data charges (MB and GB) are calculated on combined upload and download data transfer (except for some traffic provided from time to time by NiTel at no cost). Unused usage forfeited.
4. Rate plans "ADSL Dxxx" define a data service. Data services are designed for high volume, low speed with no QoS parameters. Data services are restricted to specific internet protocols : FTP, SMTP, HTTP.
5. The Accommodation plan is limited to a maximum of two ADSL service connections provided per accommodation location. Daily usage summaries will be delivered via email to allow for customer billing.
6. The On Hold plan is only available for periods greater than one month and must include a full calendar month. The service will be disabled whilst this plan is in effect.
7. Priority Support provides 24/7 callout on your ADSL service at no further cost. Standard support is provided during Norfolk Telecom normal technical staffing hours only.
8. Multisite provides for multiple locations to be included under the one rate plan up to a total of three sites.
9. These service plans are being removed from the billing system. Customers still on these plans will be moved onto the rate plans stated in the Notice for each Terminated rate plan.
10. HotSpot wireless access is available at participating Norfolk Telecom Hotspot locations. Access dockets can be purchased from the HotSpot location or at Norfolk Telecom.