

## CRITICAL INFORMATION SUMMARY (CIS)

### NBN® SUPER FAST BROADBAND TC-4: (UNMETERED)

#### SERVICE INFORMATION

NBN Super Fast Broadband is an asymmetrical high-speed, dedicated connection to the Internet.

The delivery method for 250/25 & 1000/50 is via either FTTP, & some HFC. The delivery method for 250/100, 500/200 & 1000/400 is only via FTTP.

#### HARDWARE

We will install a network termination device with an RJ45 hand-off that may be directly plugged into your compatible equipment. (For example a router and Local area Network (LAN)).

We do not supply any additional network connectivity or equipment as part of the service but we will be able to assist in selecting, sourcing, installing and configuring various devices. These prices will vary and it is important you confirm any additional requirements to assess the suitability of this service for your needs.

#### MINIMUM TERM

The minimum term is 24 months.

#### ACTIVATION / CONNECTION FEES

A once-off connection fee(s) applies at:\$399.00

#### UNMETERED PLAN INFORMATION

This is an unmetered plan; it includes all usage for the Monthly Plan Fee of the speed selected. Our Fair Use Policy does apply. A service qualification will be required to confirm the location's zone for delivery, and accurate pricing can then be confirmed.

#### DATA MEASUREMENT

Data is measured in Megabytes (MB), Gigabytes (GB) and Terabytes (TB), with 1,000MB equaling 1GB and 1,000GB equaling 1TB of data for the purposes of billing this service.

#### IP ADDRESS

One (1) static IP address is included in the Monthly Plan Fee with each connected service.

#### INFORMATION ABOUT PRICING

The Zone (ie CBD/Metro or Regional) of your location can affect the monthly plan fee for delivery. The Monthly Plan Fees for CBD/Metro located connections are as follows:

CBD/ METRO SPEED (upload/download)	MONTHLY PLAN FEE	TOTAL MINIMUM COST (24 months)
250/25 Mbps	\$179	\$4,296
1000/50 Mbps	\$199	\$4,776
250/100 Mbps	\$229	\$5,496
500/200 Mbps	\$279	\$6,696
1000/400 Mbps	\$349	\$8,376

- Plan fees are charged in monthly advance and pro-rata applies.
- Total Minimum Cost per service is calculated as: Monthly Plan Fee multiplied by the Minimum Term. (E.g. \$229 x 24 months = \$5496.00).It does not include any once-off connection fees.
- If you wish to disconnect this service, the recurring Monthly Plan Fee is charged until the end of the billing cycle in which the service discontinued. If still within contract, early termination fees will be applicable.

#### ADDITIONAL USAGE CHARGES

Subject to our standard terms, no extra data usage charges are applicable.

#### EARLY TERMINATION CHARGES

If you cancel your service within the contract term, we will charge you the Monthly Plan Fee multiplied by the remaining months of the minimum contract term. If you relocate to a new location and the same coverage is not available from us, early termination charges will also apply.

#### OTHER INFORMATION

If you require us to perform some service modifications, charges may apply per modification request. Charges vary depending on the complexity of the request. We will seek your approval before we conduct any work. Any additional items or features not listed above will be charged separately if available.

For Further information on broadband services please go to: [Broadband Education Package](#)

#### AVAILABILITY

NBN Super Fast Broadband is not available everywhere, and your address will be required to complete a service qualification of your location.

Availability depends on a number of factors including:

- Whether the necessary equipment is available at the relevant exchange.
- The length of the cable to the nearest exchange.
- The Zone in which the premises is located.
- The NBN type available at your location

## NBN SUPERFAST SPEEDS

Actual speeds you will achieve at your location will not be determined until the service is delivered and installed. Speeds will vary due to a number of internal and external factors such as:

- The distance from the Exchange and NBN Fibre Access Node, and the type of NBN service( FTTP, HFC)
- Your location's Zone of delivery
- Equipment at Exchange & Local Area Network
- Software
- Number of users

## FULL TERMS

This information is a summary only. Please visit our website for our Standard Form of Agreement, Fair Use and Acceptable Use policies and other information which set out terms and conditions on which we provide our products and services to you.

## GREEN BILLING

Because we are committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee. For paper billing or further information, please contact us via our website.

## USAGE INFORMATION

For information about your usage levels, please contact us via our website.

## PROMOTIONS AND DISCOUNTS

The information contained in this summary is based on the standard service offering and is the most you will expect to pay for this service.

On occasion, we may run special promotions or offer discounts. Where this document has been supplied as part of a special promotion or discounted offer, please refer to the variations on the 'Plan details, Charges & Authority' Form, which will be provided to you.

## CONTACTING US

We are an online, web-based company dedicated to excellence committed to serving our business customers quickly and efficiently. If you have any questions regarding your service, please contact us via our website contact page.

## WEBSITE DETAILS

[www.fonet.au](http://www.fonet.au)

## COMPANY DETAILS

Fonet Pty Limited (ABN: 21 658 360 171)  
PO Box 2070 South Melbourne VIC 3205

**P** 1300 036 638

**E** [billing@fonet.com.au](mailto:billing@fonet.com.au)

## We're here to help



Your satisfaction is important to us. If for any reason you are not satisfied with the service received, in the first instance, please inform us of your issue. Let us know via our website contact page so we may serve you better.

Should you not be satisfied with the steps taken to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue and should be an option of last resort.

You may contact the TIO directly by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.