

# Critical Information Summary

NBN Broadband (Standard 50/20 Mbps)

## Information about the service

### What is the service?

Net360's NBN broadband service uses NBNCo infrastructure (eg. HFC, fibre to the premise or fibre to the node) to deliver broadband to your home. This service provides download speeds of up to 50Mbps and upload speeds of up to 25Mbps.

### Where is it available?

This service is only available within an NBNCo serviced area. To find out the latest details on NBN availability, please visit the NBNCo website.

### What do I need to access the service?

This plan is not available via NBN fixed wireless.

If you are receiving NBN via fibre to the node (FTTN), HFC, or Fibre to the premises (FTTP):

- Where applicable, NBNCo will need to install equipment on the outside and inside (near a powerpoint) at your premises. A person over the age of 18 will need to be home for this appointment.
- You will also need an NBNCo-approved modem (see "modem fees" below)

Important note for FTTN customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your home are disabled
- If you have more than one phone line into your property, you can opt for NBN one line, and to keep your landline on the other, for a service fee of \$297. Please be aware that this second line will be shut down in 18

months from the time NBN went live in your area.

### Minimum term of the service

This service has the option of 0Month (customers are permitted to terminate the service by giving 30 days notice), 12Month and 24Month terms (early termination fees apply).

### What is included?

#### Home Phone

A home phone service is not included with this service and must be bundled separately.

#### CSG Waiver

The standard monthly charge and setup pricing stated in the information about pricing section are based on new customer agreeing to waive the Customer Service Guarantee (CSG)

### Do I have to bundle anything with this service?

Bundling is not compulsory. You can opt to bundle your home phone or any bolt-on features that we offer. Once a service has been bundled you cannot separately cancel either component unless outside of contract. Cancellation will cease both services.

### Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill within 30 days, you are abusive to staff or breach our "fair use" policy.

### NBN Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Net360.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

## Information about pricing

### Summary of Charges

Plan	NBN Broadband (Standard 50/20 Mbps)
Download connection speed	Up to 50 Mbps
Monthly Charge	\$94
Monthly Data Quota	Unlimited
Minimum Total Cost on 24 Month Contract	\$2,256
Minimum Charge in 1 <sup>st</sup> Month (24 Month Contract)	\$94
Minimum Charge in 1 <sup>st</sup> Month (no-contract)	\$264
Modem Fee (Optional)	\$104.50 including shipping
Setup Fees	0Month: \$170 12Month Contract: \$55 24 Month Contract: \$0
Early Termination Charge	0Month: \$0 12Month Contract: \$140 24 Month Contract: \$12 x remaining months of contract
Change of Plan Fee	Increase in plan: \$0 Decrease in plan: \$35 Plan charges will result in a restart of the minimum term.
Service relocation charges	Full cancellation and setup fees apply

### New Development fee

The NBNCo may charge a \$305 New Development Fee if you are the first connection in a developed area, or you are the first connection in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land. E.g. demolished a single house and built a block of units.

This fee may be charged regardless of existing infrastructure. Once the new development fee has been charged at an address, it will not be charged again for subsequent connections, provided the number of dwellings at that address has not increased.

### Other possible costs

- If you bundle your broadband service with other features, your monthly costs may be different. For full terms and conditions please see the relevant critical information summary.
- Additional fees may apply for missed appointments, professional installation services, no-fault-found callouts and incorrect callouts. Please see the additional fees schedule for more information.

## Other Information

### Usage

Net360 provides an online portal. You can use this to find information about your service.

### Customer Support

#### Technical Support

Email: [support@net360.help](mailto:support@net360.help)

Phone: 1300 638 360

#### Customer service

Email: [customerservice@net360.help](mailto:customerservice@net360.help)

Phone: 1300 638 360

### Complaints Handling

If you have a dispute with Net360 and wish to make a complaint, please contact Customer Relations, a specialist complaint resolution team, by:

Email: [customerrelations@net360.help](mailto:customerrelations@net360.help)

### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).