

Valid as of 31st May, 2021 – Information is subject to change without notice.

## Service to be provided:

GoInternet's nbn™ broadband service uses NBNCo infrastructure (e.g. FTTP, HFC, FTTC or FTTN) to deliver broadband to your premises. This service provides typical download speeds of 12Mbps and Typical Upload Speed of 1Mbps for fixed line services.

This plan includes a VoIP (Voice-over-Internet-Protocol) service component.

## Information about Pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

## Senior NBN plan pricing:

nbn plan™	nbn™ speed	Monthly Data Allowance	Minimum Monthly charge (inc GST)	Maximum Monthly charge (inc GST)	Minimum Term
Senior NBN Plan	12/1 Mbps	Unlimited	\$59.95 (+ rentals/purchases/addons)	\$59.95 (+ rentals/purchases/addons)	24 Months

- ✓ **Excess Usage:** There are no excess usage charges for data plans.
- ✓ **Minimum term of the service:** 24 Months
- ✓ **Bundling Arrangements:** Once an NBN Business Bundle is purchased:
  - Change of plan option is restricted to GoInternet Senior NBN Plans only. If you want to switch to a GoInternet Personal NBN plan, you will be required to terminate your GoInternet Senior NBN Plan.
  - You cannot separately cancel either component (NBN Broadband or Voice Service). Cancellation will cease both services.
- ✓ **Setup Fee:** There is no Setup Fee.
- ✓ **Cancellation Fee and Policy:** There are no cancellation fees for this service, however customers will be required to pay off the remainder of the agreement term costs upfront when cancelling. This cost includes, but not limited to, nbn™ broadband service fees and rented router/modem. After the agreement term finishes, should you no longer need your service with GoInternet we require a cancellation request a minimum of 30 days prior to cancellation date. This cancellation request form is available at <http://www.gointernet.net.au/cancellation>.
- ✓ **Upgrading and downgrading plans:** You can upgrade and downgrade plans at any time, a once off service modification fee of \$33.00 may apply and your recurring monthly service fee may change accordingly.
- ✓ **Modem Fees:** You are not required to purchase a modem from GoInternet, but we can provide a pre-configured nbn™ ready modem if you do not have one.
  - ✓ Modem/Router cost is \$275 to buy, OR \$12.10 per month to rent.

All rented hardware remains the property of GoInternet and will need to be returned upon termination of package or incur a \$275 (inc. GST) replacement fee.  
Please contact us for further information on 1300 467 283. If using your own modem, please refer to your modem manufacturer instructions.

  - ✓ GoInternet does not provide any support for on premise hardware, however on request this may be provided for a charge. Installation of modem and other configuration not provided by the nbn™ during standard installation will remain the responsibility of the customer. You will be sent the relevant connection details according to your service.  
All requested technical support and installation during business hours is a minimum charge of \$240 + \$165 per additional hour OR \$275 for first hour + \$200 per additional hour during Afterhours/weekends for new services or fault troubleshooting and rectification.

### Other Information

#### ✓ GoInternet inclusions and mandatory requirements:

- ✓ Includes an unlimited monthly data allowance.
- ✓ Charges for Local, National, Mobile and 1800 calls are included in the Senior NBN Plan, for information on <https://www.gointernet.net.au/call-rates/>
- ✓ When connecting to an nbn™ plan, some equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. GoInternet bears no responsibility for any equipment or services at your premises that may be impacted when connecting an nbn™ plan.
- ✓ The VoIP Service requires a VoIP Ready phone, this plan does not include one. GoInternet offers VoIP Phone rental plans, you can see our offers here: <https://www.gointernet.net.au/add-ons/>

#### ✓ **Billing:** You will be billed on a recurring monthly basis until you notify that you wish to cancel. The figures shown in this summary are for a full billing cycle (month). Any upfront fees and/or connection costs associated with your service need to be paid before order is processed. The monthly recurring charge will be billed from the day your connection is activated. Your bill will show the full plan details.

#### ✓ **Important Conditions:** This service may not be available at your location. Please go to our website [www.gointernet.net.au](http://www.gointernet.net.au) or call us on 1300 467 283 to find out if you can be connected to this service at your location. If your FTTN or FTTP connection is identified as a coexistence region, the actual speed available on the nbn™ may differ due to coexistence of the copper and fibre networks, contact us for further details. This service provides you with a dynamic IP address.

#### ✓ **nbn™ availability and connection charges:** Unless already connected, NBNCo may need to install its equipment in your premises. Standard installations of nbn™ equipment is done without charge to you. An additional once off charge of \$330.00 nbn™ New Development charge applies if your premise(s) are identified by the nbn™ as being within the site boundary of a new development. This may apply at premises that are in a newly developed area or building and is not an installation fee, but an activation fee that will apply to the first nbn™ service connected at this premises. If applicable, an nbn™ New Copper Pair charge is \$330.00. This would apply on FTTP/N where an active PSTN/ULL phone line is connected and the FNN/ULL of this active line can't be provided.

#### ✓ **Usage information:** You can monitor your usage <https://my.gointernet.net.au/> via logging in to 'My Account' or by calling us on 1300 467 283.

A fair use policy applies to all 'Unlimited' data plans. View our 'Acceptable and Fair Use Policy' for further details.

### Contact and Policy Information

#### ✓ **Customer Service:** Our customer service team are Australian-based any can help with any technical support, account or sales questions. You can reach us on 1300 467 283. Our Australian support hours are 8:00am to 7:00pm AESTD Monday to Friday.

#### ✓ **Enquiries, feedback and complaints:** We are committed to delivering you with service excellence. Please contact us by calling 1300 467 283 or by sending an email to [support@gointernet.net.au](mailto:support@gointernet.net.au) if you have any questions or would like to provide feedback.

#### ✓ **Company Policies:** Please note that this service may be suspended and/or cancelled if:

- a) You fail to pay your bill within 30 days
- b) You are abusive to our staff
- c) You breach our terms and conditions or our fair use policy, available at [gointernet.net.au/policies/fair-use/](http://gointernet.net.au/policies/fair-use/)

#### ✓ **Telecommunications Industry Ombudsman (TIO):** 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 wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

*This is a summary only. This summary does not reflect any discounts or promotions which may apply from time to time. Please contact us for further information or visit our website for full Terms and Conditions*