GoInternet

Critical Information Summary – Optional Extras GoFlexi and GoData Internet Options

Product Information and Pricing
GoFlexi and GoData upgrades available on the following plan types:

Available on Plan Life	Available on Data selections	Available on NBN Speed selections	Available on ADSL Speed selections
12 to 36 month contracts	50GB 250GB 500GB or 1Tb	12/1Mbps 25/5Mbps 50/20Mbps 100/40 Mbps	20/1Mbps

PRICING:

GoFlexi	GoData
$4.95 Per Month*	$4.95 Per Month*

*subject to availability

GoFlexi Plan Upgrade

The GoInternet GoFlexi plan upgrade provides the ability to alter your data allowance (on the same speed plan originally selected) for the next month of your plan. It is essential that all changes are made before the 28th of the preceding month to ensure the plan is implemented on your account. A fee of $4.95 per month will apply when this upgrade is selected.

GoData Plan Upgrade

The GoInternet GoData plan upgrade allows you to roll over your unused data allowance to the next month based on your contract period (for the life of the plan). Any data allowance that was not used in the previous month is rolled over to the next month, with the balance remaining added to your original monthly data allowance quota. A fee of $4.95 per month will apply when this upgrade is selected.

Early termination and other charges

If your GoInternet plan is cancelled during the contract period, you will be provided with a final bill which will include the Early Termination Charge (ETC) and any further outstanding payments.

Complaints

If you have a complaint, please do not hesitate to contact us immediately to discuss on 1300 467 283 or support@gointernet.net.au. If we are unable to resolve the problem or issue, you can contact the Telecommunications Industry Ombudsman by phone 1800 062 058 or visit www.tio.com.au/about-us/contact-us

Need to discuss this further?

We are here to assist you:

☑ Live Chat Online

☑ Phone: **1300 467 283**

☑ Email: **info@gointernet.net.au**

☑ Web: **www.gointernet.net.au/support**

For further information, visit   www.gointernet.net.au