

Information About The Service

The service

GoInternet nbn™ broadband is an nbn™ internet service offering high speed internet access with a monthly included data allowance and optional phone line rental.

Your plan includes:

- ✓ GoInternet nbn™ broadband on nbn equipment for your internet service
- ✓ Free Battery Backup installation when requested
- ✓ Free Wi-Fi Modem (upgrade to a High Speed – recommended for businesses, see below)
- ✓ Free optional nbn Phone Line Rental (UNI-V) per month (additional nbn line rental available at additional monthly cost)
- ✓ nbn phone includes 100 minutes of free calls. This must be used within 28 days. Additional blocks off 100 minutes can be purchased for \$10 per block.

Mandatory components

You will require a modem/router for this service. GoInternet provide an optional free modem and options to purchase a Modem upgrade. Please contact us for further information.

Minimum term

The service is available on a **24 month contract**.

Important conditions

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location or visit <http://www.nbnco.com.au/> for the latest availability.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Minimum monthly charge

A minimum monthly charge applies depending on the speed and data plan selected:

Speed	50gb	250gb	500gb	1tb
12Mbps/1Mbps	\$ 49.95	\$ 59.95	\$ 69.95	\$ 79.95
25Mbps/5Mbps	\$ 59.95	\$ 69.95	\$ 79.95	\$ 89.95
50Mbps/20Mbps	\$ 69.95	\$ 79.95	\$ 89.95	\$ 99.95
100Mbps/40Mbps	\$ 79.95	\$ 89.95	\$ 99.95	\$ 109.95
NBN Phone*	1 st Line Rental	1 st Line Rental	1 st Line Rental	1 st Line Rental
*Subject to Availability	Free	Free	Free	Free
Extra NBN Phone Additional Line Rental each	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00

Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

Early termination and other charges

If you cancel your GoInternet service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Activation fee

The following upfront set up fee applies to each new plan based on the contract period selected and is charged on setup of the service.

Months (Contract Period)	Upfront/Connection Cost
24	\$ 49.00

Minimum cost for the entire term

A minimum charge for the entire term applies depending on the contract period selected for the plan and the data and speed plan selected.

24 Month Contract

Speed Plan	Data			
	50gb /mth	250gb /mth	500gb /mth	1tb /mth
12Mbps/1Mbps	\$ 1247.80	\$ 1487.80	\$ 1777.80	\$ 1967.80
25Mbps/5Mbps	\$ 1487.80	\$ 1727.80	\$ 2017.80	\$ 2207.80
50Mbps/20Mbps	\$ 1727.80	\$ 1967.80	\$ 2257.80	\$ 2447.80
100Mbps/40Mbps	\$ 1967.80	\$ 2207.80	\$ 2497.80	\$ 2687.80

nbn Phone Call Charges

NBN Phone Call Charges

Local p/min	National p/min	Mobiles p/min	International
\$0.12	\$0.17	\$0.44	Refer to Rate Card

Nbn phone includes 100 minutes of free calls. This must be used within 28 days. Additional blocks of 100 minutes can be purchased for \$10 per block.

Other Information

Usage Information

You can check your usage on your secure online account. www.gointernet.net.au Your un-used allowance as per the plan expires each month. Note: 1GB = 1,000MB. If you go over your plan allowance, you will be reduced and shaped for speed access (256kbps). Contact us to discuss additional data.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1 300 123 123 or by sending an email to info@gointernet.net.au if you have any questions, would like to give feedback or complain.

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: 1 800 062 058 Fax: 1 800 630 614 Online: <http://www.tio.com.au/making-a-complaint>

Billing

The figures shown in this summary are for a full billing cycle (month), you will be charged pro-rata for the remainder of the month once the service is connected, then billed for advance payment for the month. Your bill will show the full plan details and any differences below. Your first bill will include the upfront fees and pro-rata for the remainder of the month

Upgrading Plans

You can upgrade plans at any time, there is a once off \$20.00 and any additional costs for transfer to the new service will be provided at the time of transfer.

Installation

If you have selected the Self Installation, you will be sent the relevant connection details according to your service. All technical support and installation is a minimum charge of \$225.00 for new services or fault troubleshooting and rectification.

Need to discuss this further?

We are here to assist you: [Live Chat Online](#)

Phone 1300 467 283

Email info@gointernet.net.au

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2016.