

Critical Information Summary GoInternet

GoInternet ADSL2+ Plans

Plan ID: ADSLSUMMARY

Information About The Service

The Service:

The GoInternet ADSL2+ Plan is a broadband internet service offering broadband internet access with a monthly included data allowance. Included in this plan is:

- GoInternet ADSL2+ broadband internet service on a speed plan of 20Mbps/1Mbps.
- Data allowance included per month, as per the chosen plan.

Phone line rental and modems are available at an additional cost. Call charges for the phone line are an additional cost charged on a monthly 'pay as you go' basis.

Bundle:

You don't need to bundle this plan with any other GoInternet service. However, you might be eligible for additional discounts if you have another GoInternet service.

Mandatory Components:

You will require a modem for this service. The monthly plan fee or total minimum cost does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information on 1300 467 283.

Minimum Term:

The service is available with a minimum term of 0 month, 12 month or 24 month contract.

Important Conditions:

This service may not be available at your location. Please go to our website 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. This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us if you require a Static IP.

Information About Pricing

Minimum Monthly Charge:

As per the ADSL2+ plan type and contract period selected below.

Plan	Monthly Cost	Monthly Included Data Allowance	Minimum Total Cost 0 Month Plan (inc GST)	Minimum Total Cost 12 Month Plan (inc GST)	Minimum Total Cost 24 Month Plan (inc GST)
20/1Mbps with 50GB data	\$49.95	50GB data	\$ 248.95	\$ 698.40	\$ 1247.80
20/1Mbps with 250GB data	\$59.95	250GB data	\$ 258.95	\$ 818.40	\$ 1487.80
20/1Mbps with 500GB data	\$69.95	500GB data	\$ 938.40	\$ 1727.80	\$ 2518.20
20/1Mbps with 1TB data	\$79.95	1TB data	\$ 278.95	\$ 1967.80	\$ 2878.20

- Upfront once-off Connection Cost applies to all new plans on a 0 month, 12 month or 24 month plan.
 - 0 month contract - \$199 Connection cost applies.
 - 12 month contract - \$99 connection cost applies.
 - 24 month contract - \$ 49 connection cost applies.

(Some regional areas will incur a higher setup cost, \$ 280.00 inc GST per connection).

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to add a phone line rental and make calls on the line provided. The maximum monthly cost is also dependent on if you have ordered an optional modem on your account.

Phone Line Rental - \$ 33.00 per Phone Line (PSTN) rental per month.

Phone Line Number Called Display- \$ 8.00 per number per month

Phone Calls made on the Phone Line- Pay As You Go. Please contact us to enquire about call rates for Pay As You Go call charges or to discuss available Phone Call Bundles available.

Billing:

The figures shown in this summary are for a full billing cycle (month). Your first bill will include any upfront fees or connection costs, the pro-rata for the remainder of the month once the service is connected and also the next month's monthly plan cost in advance. Your bill will show the full plan details. Any Pay As You Go Phone call charges are billed on a monthly basis, for the prior month's usage. If a modem option is purchased, this can be paid in monthly instalments over the contract term of your plan.

Upgrading Plans:

You can upgrade plans at any time, contact us to see what plans are available and pricing for the plan upgrade.

Early Termination Charges:

If you cancel your 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. Should you no longer need the service, please contact us to calculate the contract balance payable.

Installation

If using your own modem please refer to your modem manufacturer instructions or alternatively we can provide you with the necessary details to configure your device. GoInternet does not provide any support for on premise hardware, however on request this can be provided for a charge. Installation of modem and other configuration is not provided 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 is a minimum charge of \$225.00 for new services or fault troubleshooting and rectification.

Other Information

Usage information:

You can monitor your usage at www.gointernet.net.au via logging in to 'My Account' or by calling us on 1300 467 283. If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month.

Enquires, 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 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>

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. Summary valid as of August 2017.