

✔ **Valid from 1st March, 2019 – Information is subject to change without notice.**

**Information about our nbn™ packages:**

GoInternet no-contract, nbn™ plans deliver high-speed residential grade broadband internet services over the nbn™ network to the network boundary point (NBP) of your premises. The line speed of your nbn™ service will be delivered to you via one of our following plans:

- GoStarter nbn™ 12 – (Up to 12Mbps download speed/ Up to 1Mbps upload speed)
- GoStreamer nbn™ 25 – (Up to 25Mbps download speed/ Up to 5Mbps upload speed)
- GoInfinity nbn™ 50 - (Up to 50Mbps download speed/ Up to 20Mbps upload speed)
- GoUltimate nbn™ 100 - (Up to 100Mbps download speed/ Up to 40Mbps upload speed)

*\*\*nbn™ 100 line speed not available on Fixed Wireless*

✔ **nbn™ plan pricing:**

nbn™ plan	nbn™ speed	Monthly Date	Minimum charge (inc GST)	Minimum Term	nbn™ Phone Charges (inc GST)
GoStarter	nbn™ 12	Unlimited	\$199 Setup \$59 Monthly Total = \$258	1 month	N/A
GoStreamer	nbn™ 25	Unlimited	\$199 Setup \$69 Monthly Total = \$268	1 month	N/A
GoInfinity	nbn™ 50	Unlimited	\$199 Setup \$75 Monthly Total = \$274	1 month	N/A
GoUltimate	nbn™ 100	Unlimited	\$199 Setup \$90 Monthly Total = \$289	1 month	N/A
GoStarter + GoTalk	nbn™ 12	Unlimited	\$199 Setup \$69 Monthly Total = \$268	1 month	Unlimited Local, National calls. (Phone charges \$10)
GoStreamer + GoTalk	nbn™ 25	Unlimited	\$199 Setup \$79 Monthly Total = \$278	1 month	Unlimited Local, National calls. (Phone charges \$10)
GoInfinity + GoTalk	nbn™ 50	Unlimited	\$199 Setup \$85 Monthly Total = \$284	1 month	Unlimited Local, National calls. (Phone charges \$10)
GoUltimate + GoTalk	nbn™ 100	Unlimited	\$199 Setup \$100 Monthly Total = \$299	1 month	Unlimited Local, National calls. (Phone charges \$10)
GoStarter + GoTalk Plus	nbn™ 12	Unlimited	\$199 Setup \$79 Monthly Total = \$278	1 month	Unlimited Local, National & Mobile calls. (Phone charges \$20)
GoStreamer + GoTalk Plus	nbn™ 25	Unlimited	\$199 Setup \$89 Monthly Total = \$288	1 month	Unlimited Local, National & Mobile calls. (Phone charges \$20)
GoInfinity + GoTalk Plus	nbn™ 50	Unlimited	\$199 Setup \$95 Monthly Total = \$294	1 month	Unlimited Local, National & Mobile calls. (Phone charges \$20)
GoUltimate + GoTalk Plus	bn™ 100	Unlimited	\$199 Setup \$110 Monthly Total = \$309	1 month	Unlimited Local, National & Mobile calls. (Phone charges \$20)

- ✓ **Excess Usage:** There are no excess usage charges for data plans.
- ✓ **Setup Fee:** There is \$199 inc GST. setup fee on all plans; each plan includes a premium, pre-configured modem.
- ✓ **Minimum term of the service:** This service is month-to-month with no fixed term.
- ✓ **GolInternet inclusions and mandatory requirements:** GolInternet’s nbn™ plans include an unlimited monthly data allowance. As specified on the selected plan, the nbn™ + phone bundle add a Voice over IP (VoIP) telephone service with unlimited calls to local, national and mobile numbers. All GolInternet nbn™ plans include a pre-configured NetComm NF18ACV. All GolInternet nbn™ plans + phone bundle include a pre-configured Huawei HG659. nbn™ + phone bundle does not include a VoIP phone device, calls to international phone numbers, or calls to 13/1300 numbers.

When you connect 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. GolInternet bears no responsibility for any equipment or services at your premises that may be impacted when connecting an nbn™ plan.

✓ **Modem Fees:**

Use of GolInternet’s nbn™ plan requires a compatible modem/router. The plan setup fee or total minimum cost based on selected package includes the NetComm NF18ACV or the Huawei HG659. These are GolInternet pre-configured nbn™ ready modems which support your connection type (FTTN needs a VDSL compatible nbn™ modem, FTTP needs a general nbn™ ready modem). All hardware remains the property of GolInternet and will need to be returned upon termination of package or incur a \$149(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. GolInternet 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 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 is a minimum charge of \$225.00 (plus \$75 per hour for any additional hours) for new services or fault troubleshooting and rectification.

✓ **Phone Calls made on the nbn™ Phone:**

Phone Line Plan	Amount (inc GST)	Included
GoTalk	\$10	Unlimited Local. National calls.
GoTalk Plus	\$20	Unlimited Local, National, Mobile calls.
Call Rates (Outside of Standard Phone Line Plans)	44c per minute	Calls to Mobile
	40c per call	Calls to 13/1300
	60 c per call	Calls to Community 1100, 1194, 1196
	See International Call Rates for prices per minute.	Calls to International
	Free	Calls to 1800

✓ **Billing:**

This product is a month-to-month service. 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.

✓ **Upgrading and downgrading plans:**

You can upgrade and downgrade plans at any time, a once off service modification fee of \$25.00 may apply and your recurring monthly service fee may change accordingly.

### ✓ Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to add the optional phone line rental and make calls on the line provided. Any phone call charges outside of your nbn™ + phone bundle are billed on a monthly basis, for the prior month's usage.

### ✓ 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, the nbn™ may need to install its equipment in your premises. Standard installations of nbn™ equipment is done without charge to you. An additional once off **\$330.00. nbn™ New Development** charge applies if your premises is 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 \$299.00**. This would apply on FTTB/N where an active PSTN/ULL phone line is connected and the FNN/ULL of this active line can't be provided.

### ✓ Cancellation Policy:

There are no cancellation fees for this service. Should you no longer need your service with GoInternet we require a cancellation request prior to beginning of the following billing cycle. This cancellation request form is available at [www.gointernet.net.au/cancellation](http://www.gointernet.net.au/cancellation)

### ✓ Usage information:

You can monitor your usage at [www.gointernet.net.au](http://www.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.

### ✓ 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 8:30am to 5:30pm AESDT.

### ✓ 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, would like to give feedback or complain.

### ✓ 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.