GoInternet

GoBasic $60 NBN Plan- 12/1 Mbps with 250gb Data

Information About The Service

The Service:
The GoInternet GoBasic Plan is an nbn™ broadband internet service offering high speed internet access on a speed plan of 12/1 Mbps. Additionally, included in this plan is:

* 250gb broadband data allowance each month.
* An optional NBN phone line rental included free each month.

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

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 an nbn™ ready modem for this service which supports your connection type (FTTN needs a VDSL compatible nbn™ modem, FTTP needs a general nbn™ ready modem). 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. Your existing phone handset with a RJ11 plug will be compatible for any nbn™ (FTTN or FTTP) connection if you select a modem from GoInternet, we recommend checking the modem manufacturer compatibility features if you intend on keeping your existing modem. All VoIP phone connections will need a VoIP compatible modem. The monthly plan fee or total minimum cost does not include this. Please contact us for further information on 1300 467 283.

Minimum Term:
The service is available with a minimum term of 0 month, 12 months or 24 months 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. 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. 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:
$60.00 per month on the GoInternet GoBasic Plan- 12/1 Mbps speed with 250gb Data.

Contact Term	Monthly Plan Cost (inc GST)	Upfront Once Off Connection Cost (inc GST)	Monthly Included Data Allowance	Minimum Total Cost (inc GST)
0 month contract	$60.00	$199.00	250GB	$259.00
12 month contract	$60.00	$99.00	250GB	$819.00
24 month contract	$60.00	$49.00	250GB	$1489.00

As an add-on you have the option available to add a GoBooster package to your plan. If you select this option you will automatically get charged $10 for every 100gb you go over your monthly data allowance of 250gb.

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. The maximum monthly cost is also dependent on if you have ordered an optional modem on your account.

Billing:
The figures shown in this summary are for a full billing cycle (month). Any upfront fees and/or connection costs associated with your service needs 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. 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.

Phone Calls made on the NBN Phone - Pay As You Go

Phone Line Usage Type	Amount (inc GST)	Included in your Plan
Calls to Local	12c per minute	x
Calls to National	17c per minute	x
Calls to Mobile	44c per minute	x
Calls to International	As per International Calling Rates	x
Calls to 13/1300	40c per call	x
Calls to 1800	Free	x
Calls to Community 1100,1194, 1196	60c per call	x

See international calling rates for details for individual countries and prices per minute.

Upgrading Plans:
You can upgrade plans at any time, a once off service modification fee may apply and your recurring monthly service fee may change accordingly.

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. If you withdraw an order for service after acceptance, an order withdrawal may be applicable. Should you no longer need the service, please contact us to calculate the contract balance payable.

Installation
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 nbn™ New Development charge applies if your premises is identified by the nbn™ as being within the site boundary of a new development.

If using your own modem please refer to your modem manufacturer instructions or alternatively we can provide you with the general configuration advice. 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 that 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 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.
A fair use policy applies to all 'Unlimited' data plans. View our 'Acceptable and Fair Use Policy' for further details.
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.