

GoInternet Modems

Plan ID: NBNSUMMARY

Information About The Service

The Service:

The GoInternet supplied modems provide a hardware solution allowing you to connect to your broadband internet service to access the web and share files within your network.

No postage charges are applicable to modems purchased.

Bundle:

Modems can be bundled with GoInternet broadband internet services.

Mandatory Components:

You will require a GoInternet broadband internet service. Please contact us for further information on 1300 467 283.

Minimum Term:

Modems are charged as a once-off upfront cost. No minimum term for the modem applies. Separate contract terms will apply for your broadband plan and other services you choose.

Important Conditions:

Depending on the broadband service you have selected and other factors, you may require a certain type of modem.

Contact us for further information on modem suitability.

Maximum monthly charge:

The modem cost is an upfront once off cost. The maximum monthly charge depends on the broadband plan selected, and a separate Critical Information Summary is provided for relevant services. Additionally, the maximum monthly cost 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:

When selected, the modem cost will appear as part of your initial invoice for upfront costs.

Early Termination Charges:

No Early Termination fee will apply to your modem. Standard Early Termination charges will apply to broadband and other services if you cancel your service prior to the end of your contract term you will incur early termination charges.

Information About Pricing

The following upfront once off cost applies to modems purchased, as per the modem selected below. This cost is in addition to the broadband plan and any other plans purchased with GoInternet.

Modem Type	Upfront Once Off Cost
Netcomm NF10W	\$ 100.00
Netcomm NF10WV (Voice)	\$ 110.00
Huawei AAPT (Voice)	\$ 150.00
Netcomm NF4V	\$ 150.00
Netcomm NF8AC	\$ 170.00
Netcomm NF17ACV	\$ 190.00

Installation:

Our modems are provided preconfigured. We will provide you with the necessary details to set up your modem. 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 is not provided by the nbnCo™ 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 (Subject to availability).

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>

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