

GoInternet NBN Plans

Plan ID: NBNSUMMARY

Information About The Service

The Service:

The GoInternet NBN Plan is an nbn™ broadband internet service offering high speed internet access on a speed plan of your choice. Additionally, included in this plan is:

- Data allowance included per month, as per the chosen plan.
- 1st NBN Phone Line Rental.

Optional 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. If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month.

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 all types of NBN services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices. 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. You will also require an nbn™ compatible phone if you choose to activate the phone line and make/receive calls, 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 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. If your FTTN or FTTB connection is identified as a coexistence region, the actual speed available on the nbn™ may differ due 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:

As per the plan type and contract period selected below.

Plan	Monthly Cost	Calls Using NBN Phone Line	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)
25/5 Mbps with 100GB data	\$70	Pay As You Go	100GB data	\$ 269	\$ 939	\$ 1729
25/5Mbps with 250GB data	\$75	Pay As You Go	250GB data	\$ 274	\$ 999	\$ 1849
25/5Mbps with 500GB data	\$85	Pay As You Go	500GB data	\$ 284	\$ 1119	\$ 2089
25/5Mbps with 1TB data	\$95	Pay As You Go	1TB data	\$ 294	\$ 1239	\$ 2329
50/20Mbps with 100GB data	\$80	Pay As You Go	100GB data	\$ 279	\$ 1059	\$ 1969
50/20Mbps with 250GB data	\$85	Pay As You Go	250GB data	\$ 284	\$ 1119	\$ 2089
50/20Mbps with 500GB data	\$95	Pay As You Go	500GB data	\$ 294	\$ 1239	\$ 2329
50/20Mbps with 1TB data	\$105	Pay As You Go	1TB data	\$ 304	\$ 1359	\$ 2569
100/40Mbps with 100GB data	\$90	Pay As You Go	100GB data	\$ 289	\$ 1179	\$ 2209
100/40Mbps with 250GB data	\$95	Pay As You Go	250GB data	\$ 294	\$ 1239	\$ 2329
100/40Mbps with 500GB data	\$105	Pay As You Go	500GB data	\$ 304	\$ 1359	\$ 2569
100/40Mbps with 1TB data	\$115	Pay As You Go	1TB data	\$ 314	\$ 1479	\$ 2809

Upfront once-off Connection Cost applies to all 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 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.

Phone Line Rental - 1st NBN Phone Line Rental is free, \$ 32.95 per additional NBN line rental per month.

Phone Calls made on the NBN Phone Line - 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.

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, 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 nbnCo™ 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 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.

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. Summary valid as of June 2017.