

✔ **Valid as of 9th April, 2021 – Information is subject to change without notice.**

**Service to be provided:**

GoInternet’s nbn™ broadband service uses NBNCo infrastructure (e.g. FTTP, HFC, FTTC or FTTN) to deliver broadband to your premises. This service provides typical download speeds of 100Mbps and Typical Upload Speed of 40Mbps for fixed line services.

✔ **GoUltimate nbn™ plan pricing:**

nbn plan™	nbn™ speed*	Monthly Data Allowance	Minimum Monthly charge (inc GST)	Maximum Monthly charge (inc GST)	Minimum Term
GoUltimate	100/40 Mbps	Unlimited	\$90 (+ rentals/purchases/addons)	\$90 (+ rentals/purchases/addons)	1 Month

✔ **Excess Usage:** There are no excess usage charges for data plans.

✔ **Minimum term of the service:** 1 month

**Information about Pricing**

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

✔ **Setup Fee:** Setup Fee is dependent on agreement term:

Agreement Term	0 Month Agreement	12 Month Agreement	24 Month Agreement
Setup Fee	\$149	\$99	\$0

Setup Fees are charged prior to service processing.

✔ **Cancellation Fee and Policy:** There are no cancellation fees for this service, however customers will be required to pay off the remainder of the agreement term costs upfront when cancelling. This cost includes, but not limited to, nbn™ broadband service fees and rented router/modem. Should you no longer need your service with GoInternet we require a cancellation request a minimum of 30 days prior to cancellation date. This cancellation request form is available at [www.gointernet.net.au/cancellation](http://www.gointernet.net.au/cancellation).

✔ **Upgrading and downgrading plans:** You can upgrade and downgrade plans at any time, a once off service modification fee of \$33.00 may apply and your recurring monthly service fee may change accordingly.

✔ **Modem Fees:** You are not required to purchase a modem from GoInternet, but we can provide a pre-configured nbn™ ready modem if you do not have one.

✔ Modem/Router cost is \$275 to buy, OR \$12.10 per month to rent.

All rented hardware remains the property of GoInternet and will need to be returned upon termination of package or incur a \$275 (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.

✔ GoInternet does not provide any support for on premise hardware, however on request this may 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 \$165 per hour for any additional hours) for new services or fault troubleshooting and rectification.

### Other Information

- ✓ **GoInternet inclusions and mandatory requirements:** GoInternet's nbn™ plans include an unlimited monthly data allowance.
  - ✓ When connecting 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. GoInternet bears no responsibility for any equipment or services at your premises that may be impacted when connecting an nbn™ plan.
- ✓ **Billing:** 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.
- ✓ **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, 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 charge of \$330.00 nbn™ New Development charge applies if your premise(s) are 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 \$330.00. 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.
- ✓ **Usage information:** You can monitor your usage <https://my.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.

### Contact and Policy Information

- ✓ **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 8:00am to 7:00pm AESDT Monday to Friday.
- ✓ **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 or would like to provide feedback.
- ✓ **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.

**Information about this Service:**

These plans are VoIP (Voice-over IP) Telephone services which may be supplied using nbn™ networks. These plans are optional and only available when bundling with an eligible nbn™ Broadband plan.

Phone Line Plan	Charge per month (inc GST)	Included
GoPhone	\$10	Unlimited Local, National, Mobile calls.
Call Rates (Outside of Standard Phone Line Plans)	25c per minute	Calls to Mobile
	30c per call	Calls to 13/1300
	See International Call Rates for prices per minute	Calls to International
	Free	Calls to 1800

- ✔ **GoPhone Availability:** GoPhone Services are available where GoInternet nbn™ connections are available.
- ✔ **Minimum Term:** 1 Month

**Information about Pricing**

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- ✔ **Setup Fee:** There is are no setup fees.
- ✔ **Cancellation Fee and Policy:** There are no cancellation fees for this service, however customers will be required to pay off the remainder of the agreement term costs upfront when cancelling. Should you no longer need your service with GoInternet we require a cancellation request a minimum of 30 days prior to cancellation date. This cancellation request form is available at [www.gointernet.net.au/cancellation](http://www.gointernet.net.au/cancellation).

**Other Information**

- ✔ **Usage information:** You can monitor your usage <https://my.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.
- ✔ **Plan Changes:** You can change your plan to another eligible phone plan (if available) once per billing month. Contact Customer Service if you would like further information.
- ✔ **GoInternet inclusions and mandatory requirements:** All GoInternet GoPhone plans require a purchase of our pre-configured D-Link DVA-2800. GoInternet GoPhone plans **DO NOT** include a VoIP phone device, calls to international phone numbers, or calls to 13/1300 numbers.

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- ✔ **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:
  - d) You fail to pay your bill within 30 days.
  - e) You are abusive to our staff.
  - f) 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/)
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