

Valid as of 20th May, 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 25Mbps and Typical Upload Speed of 5Mbps for fixed line services. GoBusiness Business Bundle includes the following components:

- NBN Broadband
- Voice Service (Calls Included)
- 1 Rental Handset (of your choice) and 1 Rental Router (of your choice)

The equipment included in this bundle (handsets, routers, etc.) are RENTAL items and are to be returned when terminating a service. Upon signing up, you will have a selection of rental handsets to choose from. Prices and models available vary, see what's available at <https://www.gointernet.net.au/add-ons/>

Information about Pricing:

See the table below 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.

GoBusiness Business Bundle plan pricing:

Business Bundle	nbn™ speed	Monthly Data Allowance	Minimum Monthly charge (inc GST)	Maximum Monthly charge (inc GST)	Minimum Term
GoBusiness	25/5 Mbps	250GB	\$119 (includes rentals/NBN Broadband/Voice Service)	\$119 (includes rentals/NBN Broadband/Voice Service)	24 Months

- ✓ **Excess Usage:** There are no excess usage charges for data plans. Your bandwidth will be throttled to 256k/256kbps and will be reset at the beginning of the next month.
- ✓ **Minimum term of the service:** 24 months
- ✓ **Bundling Arrangements:** Once an NBN Business Bundle is purchased:
 - Change of plan option is restricted to GoInternet NBN Business Bundle plans only. If you want to switch to a GoInternet Personal NBN plan, you will be required to terminate your GoInternet NBN Business Bundle.
 - You cannot separately cancel either component (NBN Broadband or Voice Service). Cancellation will cease both services.
- ✓ **Setup Fee:** There is no setup fee for this service.
- ✓ **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 equipment. After the agreement term finishes, should you no longer need your service with GoInternet we require a cancellation request within a minimum of 30 days prior to your cancellation date.
- ✓ **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.
- ✓ **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 FTTP/N where an active PSTN/ULL phone line is connected and the FNN/ULL of this active line can't be provided.

Other Information:

- ✔ **Rental Equipment Policy:** The equipment included in GoInternet Business Bundles, which refers to the router/modems and handsets, is RENTED equipment. When Terminating this service, you will be required to return the rented equipment in its original packaging and in a resellable condition. This can be done via postage within 31 days of the termination date. Learn more about the return process at <https://www.gointernet.net.au/returning-equipment/>

Failure to meet these requirements will result in Equipment Fees, depending on the equipment that didn't meet the requirements: minimum \$250 per handset and minimum \$275 per modem/router.

- ✔ **GoInternet inclusions and mandatory requirements:**

- Charges for Local, National, Mobile and 1800 calls are included in the GoBusiness Business Bundle, for information on <https://www.gointernet.net.au/call-rates/>
- When you connect to an nbn™ service, 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.

- ✔ **Important Conditions:** This service may not be available at your location. Please go to our website <https://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.

- ✔ **Usage information:** You can obtain your usage information by calling us on 1300 467 283. View our 'Acceptable and Fair Use Policy' for further details at <https://www.gointernet.net.au/policies/fair-use/>

Contact and Policy Information:

- ✔ **Customer Service:** Our customer service team are Australian based and 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 AEST 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 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 <https://www.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, after contacting you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 61

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.