

Valid as of 1<sup>st</sup> May, 2024 – Information is subject to change without notice.

### Information about the service:

GoInternet’s nbn™ broadband service uses NBNCo’s infrastructure (e.g. FTTP, HFC, FTTC or FTTN/B) to deliver broadband to the Network Boundary Point at your premise.

### Requirements and Availability:

Unless already connected, NBNCo may need to install its equipment in your premise. 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 is 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 premise.

If you require a brand-new Copper Pair into your premise, an nbn™ New Copper Pair charge is \$330.00 fee will be applicable. 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.

You will require an NBN ready modem with support for all types of NBN services.

### GoInternet NBN Plan Pricing:

Package Name	Typical evening speed*	Monthly Data Allowance	Minimum Monthly charge (inc GST)	Maximum Monthly charge (inc GST)	Minimum Term
Go12	10 Mbps	Unlimited	\$65.00	\$395.00	1 month
Go25/10	21 Mbps	Unlimited	\$75.00	\$405.00	1 month
Go50/20	42 Mbps	Unlimited	\$89.00	\$419.00	1 month
Go100/20	80 Mbps	Unlimited	\$99.00	\$429.00	1 month
Go100/40	80 Mbps	Unlimited	\$109.00	\$439.00	1 month
Go250/25	210 Mbps	Unlimited	\$119.00	\$449.00	1 month
Go250/100	210 Mbps	Unlimited	\$169.00	\$499.00	1 month
Go500/200	Upto 500 Mbps	Unlimited	\$289.00	\$619.00	1 month
Go1000/50	Upto 1000 Mbps	Unlimited	\$145.00	\$475.00	1 month
Go1000/400	Upto 1000 Mbps	Unlimited	\$379.00	\$709.00	1 month

### Billing Information:

**Monthly charges:** are paid in advance and any charges not included in your plan will appear on your subsequent bill after they are incurred.

**Cancellation Fee and Policy:** There are no cancellation fees for this service. Should you no longer need your service with GoInternet, we require a minimum of 30 days’ notice prior to the cancellation date. Please be advised that any billable amounts incurred up until the service cancellation date remain due and payable and may be billed the following month. If your agreement is longer than 1

month, and you cancel your agreement, you are required to pay out the remainder of your contract within 14 days of cancellation date. This cancellation request form is available at [www.gointernet.net.au/cancellation](http://www.gointernet.net.au/cancellation).

**New Development Fee:** Setup or New Development Fee is \$330 and is applicable if a premise is classified by NBN as a new development.

**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.

### Other Information:

A fair use policy applies to all 'Unlimited' data plans. View our 'Acceptable and Fair Use Policy' for further details.

**Battery Backup and Power Outages:** GoInternet plans delivered by FTTP do not come with a backup battery by default. Therefore, in the event of a power outage, the NBN NCD (Network Carrier Device) or NTD (Network Termination Device) will not be operational.

### Contact and Policy Information:

**Customer Service:** Our customer service team can be contacted for technical support, account or sales enquiries. You can reach us on 1300 467 283. Our support hours are 8:00am to 7:00pm AEST/AEDT.

**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 give feedback or make a complaint.

**Company Policies:** Please note that this service may be suspended and/or cancelled if:

- a) you fail to pay your bill within 14 days of the due date
- b) you are abusive to our staff
- c) you breach our terms and conditions or our fair use policy; which is available at <https://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>