



## Critical Information Summary NBN2 25/5 Mbps† Fibre & Fixed Wireless Broadband Service

### Information About the Service

#### Description of the Service

Exetel 25/5 Mbps† Fibre Broadband service is deliverable over NBN Fibre or Fixed Wireless Infrastructure. Fibre uses the NBN Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your premises.

Fixed Wireless services use the NBN Fixed Wireless Customer Access Network to deliver Internet connectivity at the Network Boundary Point at your premises.

#### Mandatory Component of the Service

There are no mandatory components of the NBN service. The NBN Fibre and Wireless Broadband services Exetel provides are supplied as pure stand-alone Fibre Broadband only services. Exetel does provide you the option of adding a VoIP based phone service at additional charge (number and calls) but this is not mandatory for you to select this option.

#### Minimum Contract Term

**12 Months**

#### Limitations/Qualifications for the Service

Exetel NBN Broadband and optional Phone services (based on the NBN network) are not available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Exetel website to check your service availability or contact our Residential Sales Team on **1300 393 835** and select Option 1.

### Information About Pricing

#### Line Activation Charge

A once off Line Activation Charge of \$50.00 will apply.

† The download and upload speeds stated are the maximum that each type of link can deliver and will rarely, if ever, be achieved by any user for all sorts of reasons. Exetel makes no guarantees of any kind on the actual speeds that will be achieved by any individual users as we rely on our fibre supplier to ensure its services are provisioned to deliver optimum speeds at all times. Should any user not receive speeds consistent with their distance from the exchange then Exetel will allow such a customer to cancel their service without penalty.

Speeds that customers experience on fibre based services in practice have tended to be affected by the following internal and external factors:

- The number of individual end-users at a residence using the service at the same time.
- The end-user's network, operating system, hardware, software and software configuration (E.g. – router/firewall configuration).
- The connection method within the premises (wireless or fixed).
- The type of content being downloaded by the end-user.
- The source of the content (the destination host) being downloaded (including any content server limitations).
- Domestic backhaul capacity & International links capacity.

## Monthly Charges

Plan Name	Monthly Included Peak Data Allowance (9.00 am - 1.00 am)	Monthly Included Off Peak Data Allowance (1.00 am - 9.00 am)	Minimum Monthly Charge (including GST)	Total Minimum Cost (including GST)	Cost of 1 GB of data usage (Included Peak Data Allowance)
NBN2-50	50 GB	Unmetered	\$54.50	\$704.00	\$1.09
NBN2-150	150 GB	Unmetered	\$64.50	\$824.00	\$0.43

Once your initial contract term has expired, your monthly charge will continue to be charged (including the cost of the phone calls) on a month by month basis until you have either changed to a new Exetel plan or until you decide to cancel your service.

### Early Termination Charge

If for whatever reason, the service is cancelled before the end of the 12 month contract period then a maximum early termination charge of \$100.00 will apply.

### Data Usage Charges

The speed will be shaped to 1024/384 kbps once you exceed your monthly data allowance until the next billing cycle. No excess usage charges will apply on your broadband service.

### Unmetered Usage Policy

'Unmetered': where the amount you download or upload will not be counted and you will not be billed for any data used during the specified period. For more information visit [http://help.exetel.com.au/aup\\_adsl2.php](http://help.exetel.com.au/aup_adsl2.php)

### Credit Card Surcharge

A credit card surcharge of \$1.10 will apply per month for all credit card payments. If you wish to avoid this charge, please select the Direct Debit option.

### Plan Changes

You can move to any of the plans that are listed on your Exetel Members Facilities. A change plan fee of \$25.00 applies along with a new 12 month contract term.

## Other Information

### Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data and call usage for your Exetel service. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel Member Login Page:

[www.exetel.com.au/members/home.php](http://www.exetel.com.au/members/home.php)

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Exetel's complaint resolution team at [complaints@exetel.com.au](mailto:complaints@exetel.com.au) or call **1300 393 835** and select Option 1. If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

### Customer Service Details

Contact our Residential Sales Team on [residentialsales@exetel.com.au](mailto:residentialsales@exetel.com.au) or call **1300 393 835** and select Option 1 for more information about your service and to order.

Availability – Every day of the year from 8.30 am to 11.00 pm Eastern Standard Time.

This is a summary only – the full legal terms for broadband services are available at <http://help.exetel.com.au/terms.php>