

# nbn12 Speed Tier Fibre & Fixed Wireless Broadband

## Information About The Service

Exetel's nbn12 Fibre and Fixed Wireless Broadband Service delivers high-speed broadband Internet over the National Broadband Network's (NBN) Fibre Optic, Hybrid Fibre Coaxial Copper and Fixed Wireless Infrastructure to the Network Boundary Point at your premises. Fibre services include Fibre-to-the-premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-basement (FTTB) and Hybrid Fibre Coaxial (HFC).

## Mandatory Component of the Service

There are no mandatory components of the Exetel NBN FTTP Fibre and Fixed Wireless Broadband Service. For FTTN an in-place copper telephone line will be required from the NBN node to your premises and for FTTB from the MDF in your basement. Exetel NBN Fibre and Fixed Wireless Broadband are supplied as pure stand-alone Broadband Services including a free VoIP Direct In Dial Number (DID) so you can either port your current home phone number to Exetel (if you have one) or we can assign you a new one. This VoIP service can be used to make and receive phone calls over your Exetel Broadband Service. Call charges apply.

## Minimum Contract Term

18 or 12 Month or Month to Month.

## Limitations/Qualifications for the Service

Exetel NBN Fibre & Fixed Wireless Broadband may not be 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 **13 39 38** and select **Option 1**. Customer Service Guarantee does not apply to Home Phone or NBN Services.

## nbn12 Speeds

The nbn speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, see [about nbn speeds](#).

The maximum upload and download speeds that may be possible on each speed tier during off peak periods are as follows:

Speed Tier	Maximum download speed	Maximum Upload speed
nbn12	Up to 12Mbps	Up to 1Mbps

Not all FTTN or FTTB access lines support this speed tier. We can't confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line will not support your chosen speed tier, we will inform you and offer move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

## Information About Pricing

### Fibre Broadband Line Activation Charge

A once off line activation charge of \$59.99 applies for a 12 month contract and \$99.99 for a month to month contract when activating a new fibre or fixed wireless broadband service with Exetel. There is no activation fee on 18 month contract.

### Early Termination Costs – 18 & 12 month Contract Term

An Early Termination Charge (ETC) of up to \$350 for 18 month and \$299 including GST for 12 month contract is payable if the Customer wishes to cancel their Fibre broadband service within the minimum contract term. The ETC will be pro-rated by the number of months remaining in the minimum contract term period. The Customer may cancel the Service at any time by giving Exetel thirty (30) days' notice (including if the Customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement). E.g. The Customer cancels a 12 month contract with 3 months remaining after the notice period end would be calculated as \$299 divided by 12 months times 3 months. This would amount to an ETC of \$74.76 including GST.

## Monthly Charges

<b>Included Data Allowance</b> (Anytime Quota)	100 GB	500 GB	Unlimited
<b>Uploads &amp; Downloads Counted In Allowance</b>	Yes	Yes	Yes
<b>Monthly Broadband Plan Charge</b>	\$39.99	\$49.99	\$54.99
<b>Total Monthly Minimum Cost</b> (excluding call costs)	\$39.99	\$49.99	\$54.99
<b>Total Minimum Cost</b> - Month to Month Contract	\$139.98	\$149.98	\$154.98
<b>Total Minimum Cost</b> - 12 Month Contract	\$539.87	\$659.87	\$719.87
<b>Total Minimum Cost</b> - 18 Month Contract	\$719.82	\$899.82	\$989.82
<b>Cost of 1 GB of data usage</b> (included allowance)	\$0.40	\$0.10	-
<b>Cost of 1GB of data usage</b> (Excess usage)	Speed shaping to 256/256kbps		-

### Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. Pay by Direct Debit from your bank to avoid these fees.

### Data Usage Charges

No excess usage charges will apply on your broadband service.

### Plan Change Fees

Plan changes may be made no more than once per month.

### Change to speed tier

No charge to change speed tier, up or down, at any time.

### Change to monthly data allowance

Switch to a plan of equal or greater monthly cost:  
\$0 on a new 12 month contract or \$19.99 with no re-contract.

Switch to a plan of lesser monthly cost:  
\$29.99 on a new 12 month contract or \$39.99 with no re-contract.

### Hardware

To ensure the optimum performance of, and levels of support for, your NBN service, Exetel strongly recommends the use of an Exetel supplied and approved modem.

## 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 services. 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:

[http://www.exetel.com.au/my\\_exetel](http://www.exetel.com.au/my_exetel)

### Exetel Customer Contacts

When contacting Exetel for assistance, there are a number of options to facilitate your enquiry;

#### 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 **13 39 38** 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 **13 39 38** and select Option 1 for more information about your service and to order.

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

