



nbn™ Broadband

Information About The Service

Exetel's nbn™ Broadband Service delivers high-speed broadband internet over the National Broadband Network's Fibre Optic, Hybrid Fibre Coaxial and Copper 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), Fibre-to-the-curb (FTTC) and Hybrid Fibre Coaxial (HFC).

Mandatory component of the service

There are no mandatory components of the Exetel nbn™ FTTP Fibre Broadband service. For FTTN and FTTC connections, an in-place copper telephone line will be required from the nbn™ node to your premises, and for FTTB connections, from the MDF in your building basement.

Exetel nbn™ Broadband services are supplied as pure stand- alone broadband service 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. If you cancel your Exetel nbn™ Broadband service, access to your Home Phone (VoIP) service will be cancelled also.

Minimum Contract Terms

nbn™ Broadband service: No Lock-in

Optional Unlimited Home Phone Call Pack: 1 month

Limitations/Qualifications for the service

Exetel nbn™ 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. Customer Service Guarantee does not apply to Home Phone or nbn™ services.

About 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, please visit our website.

Not all FTTN, FTTB or FTTC access lines support all speed tiers. Exetel cannot 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

Free activation

Where advertised as such the broadband activation fee only is free. Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Phone Line Activation Fee or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

Optional add-on: Unlimited Home Phone Calls

This optional, add-on service allows you to make an unlimited number of untimed calls to the nominated destinations which is covered by the \$10 monthly cost of the Unlimited Home Phone (VoIP) Service. This cost is in addition to your broadband service. There is no activation fee for the optional Unlimited Home Phone service. Plan details are below:

Plans pricing and data inclusions

Everyday nbn™	Extra-value nbn™	Family nbn™
nbn™ 25/10 Mbps	nbn™ 50/20 Mbps	nbn™ 100/20 Mbps
No lock-in contract	No lock-in contract	No lock-in contract
Unlimited data	Unlimited data	Unlimited data
No additional usage fee	No additional usage fee	No additional usage fee
Typical Evening Download / Upload Speed	Typical Evening Download / Upload Speed	Typical Evening Download / Upload Speed
25/8.5 Mbps	50/17 Mbps	100/17 Mbps
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
\$59.99/mth plan charge	\$78.99/mth plan charge	\$84.99/mth plan charge
\$59.99 total minimum cost	\$78.99 total minimum cost	\$84.99 total minimum cost

Power home nbn™	Superfast nbn™	Lightspeed nbn™
nbn™ 100/40 Mbps	nbn™ 250/25 Mbps	nbn™ 500/50 Mbps
No lock-in contract	No lock-in contract	No lock-in contract
Unlimited data	Unlimited data	Unlimited data
No additional usage fee	No additional usage fee	No additional usage fee
Typical Evening Download / Upload Speed	Typical Evening Download / Upload Speed	Typical Evening Download / Upload Speed
100/34 Mbps	220/21 Mbps	400/42 Mbps
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
\$88.99/mth plan charge	\$98.99/mth plan charge	\$109.99/mth plan charge
\$88.99 total minimum cost	\$98.99 total minimum cost	\$109.99 total minimum cost

Credit Card Surcharge

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

Cancelling Your Plan

You can cancel your nbn™ service at anytime by giving Exetel 30 days notice.

Plan Change Fees Changing plan is free. You can switch between Exetel nbn™ plans, no more than once each month.

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:

<https://www.exetel.com.au/myexetel>

Exetel Customer Contacts

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

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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** 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

Customer Service Details

Contact our Residential Sales Team on **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>