

nbn™ Broadband

Plans pricing and data inclusions

Monthly Data Quota	nbn Speed Tier ²	Typical Evening Download / Upload Speed ¹ (Mbps)	nbn Speed Tier (Mbps)	Minimum Monthly Charge	Total Minimum Cost (1 Month)
Unlimited	Superfast nbn	750/40	750/50	\$104.00	\$104.00
Unlimited	Power home nbn	95/34	100/40	\$102.00	\$102.00
Unlimited	Family Max nbn	500/40	500/50	\$95.00	\$95.00
Unlimited	Family nbn	95/17	100/20	\$95.00	\$95.00
Unlimited	Extra Value nbn	50/17	50/20	\$89.00	\$89.00
Unlimited	Everyday nbn	25/8.5	25/10	\$78.00	\$78.00
Unlimited	Nbn FW Plus 75/10	72/7.5	75/10	\$92.00	\$92.00
Unlimited	Nbn FW Everyday 25/5	24/4	25/5	\$72.00	\$72.00

¹ Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Exetel does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Superfast nbn and Lightspeed nbn are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices. Things that can affect your Fixed Wireless nbn™ service speed All speeds are best effort and are not guaranteed. Factors such as distance, weather, interference or technical limitations may prevent the fixed wireless signal from achieving maximum speeds.

² Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at: acc.gov.au/consumers/internet-landline-services/broadband-speeds

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).

Exetel's nbn™ Fixed Wireless service is only available within an nbn™ Fixed Wireless service area. Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.

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:

Optional Unlimited Home Phone Call Pack	
Monthly Plan Charge Total Minimum Cost	\$10/mth
Untimed Local and 13/1300 Calls	Unlimited
Untimed National Calls	Unlimited
Mobile Calls	Unlimited
Untimed and Unlimited International calls to Landlines	UK, NZ, USA & Canada, Germany, France, Hong Kong, China, Japan, Singapore, India and Croatia
International Calls to Mobiles and non-included destinations	http://www.exetel.com.au/phone/voip-international
Port number from PSTN	FREE
Static IP	\$5 per month per address

*Hardware prices include express shipping. Amazon eero 6+ devices are only sold to customers who sign-up for, or already have in place, an Exetel internet service.

Additional Installation & Relocation Charges	
NBNco 'New Development Fee' ¹	\$300
NBNco 'Subsequent Installation' ²	\$300
Non-Standard Installation or Relocation ³	Variable

¹As of the 1st of April 2016, NBNco introduced an nbn 'New Development Fee' which you may be charged if you're applying for the very first nbn connection at a premises that resides in an area designated as an nbn 'New Development Area.'

²If you are in an nbn FTN area, and request an additional copper lead-in, an nbn 'Subsequent Installation' charge will apply.

³On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service or may require additional materials not covered by the 'Installation & Activation' or 'Relocation' fees.

Card Surcharge

A 1% surcharge applies to all payments by card. You can pay by Direct Debit from your bank to avoid this charge.

Cancelling Your Plan

You can cancel your plan at anytime and we do not charge cancellation fees. Cancellation can be requested via phone or Live Chat. A 30-day notice period applies. This means charges continue for 30 days from the date we receive your cancellation request, including where you transfer your service to another provider. Standard plan charges apply during this notice period. If

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your service is cancelled or transferred to another provider during this period, the notice period charges still apply. Any outstanding device repayments will be included on your final invoice.

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.

Static IP

Static IP addresses are charged at \$5 per month, per address.

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://my.exetel.com.au/login>

Exetel Customer Contacts

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

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>

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