

Critical Information Summary – FuzeNet Internet

Information about the Service

Product Overview

Our FuzeNet Internet plans can deliver super fast broadband with maximum speeds up to 100Mbps depending on the site and the technology employed. For untimed or unlimited local and national calls, you can add a FUZEtalk phone plan to this service for the additional per month cost. You can even port your current phone number to FuzeNet to save any troubles of getting a new phone number.

Requirements & Availability

You are responsible for arranging a connection to your house by contacting your local network provider. Connection costs may apply. Once a suitable connection is installed FuzeNet can supply Internet and Voice services.

Depending on your site location and the access technology employed you may also require a modem to obtain a service from FuzeNet. FuzeNet can supply you with this equipment should you need it. If you already have a modem then you can use that however please note the FuzeNet customer service will only service modems supplied by FuzeNet. Each Huawei HG659 router is chargeable for \$99 with an additional shipping fee of \$19.95 (if required).

Availability of FuzeNet service varies by site. The best way to determine what service is available at your location is to complete our Service Qualification available on www.fuzenet.com.au or call 1300 881 917. If FuzeNet is not currently available at your site, you may still be able to connect if your home is located within a Fibre or HFC FuzeNet network area; under these circumstances a connection fee (New Development Charge) of \$300 would apply. For more information, email our connections team at service@fuzenet.net.au or call 1300 881 917.

Contact Term and Termination Fees

Should you cancel your service during the Minimum Period/Contract term you will be charged a termination fee. The termination fee is calculated by multiplying the remaining months of your Minimum Period/Contract term by the monthly service fee. For example, the maximum charge payable for early termination would be:
 $\$99.95 \times 24 \text{ months} = \$2,398.80$

Additionally you may be charged for any hardware that has been provided to you and not returned to FuzeNet; for instance, an unreturned ONU could incur a fee of up to \$300.

Information about Pricing

Monthly Charges: Fibre, VDSL, HFC

| Data | Cost per month | Maximum download/ upload speed | Minimum cost for 24 months | Cost per GB |
|-----------|----------------|-----------------------------------|-------------------------------|-------------|
| 100GB | \$39.95 | 12/1Mbps | \$958.80 | \$0.3995 |
| 200GB | \$49.95 | 12/1Mbps | \$1,198.80 | \$0.2498 |
| Unlimited | \$69.95 | 12/1Mbps | \$1,678.80 | UNLIMITED |
| 100GB | \$49.95 | 25/5Mbps | \$1,198.80 | \$0.4995 |
| 200GB | \$59.95 | 25/5Mbps | \$1,438.80 | \$0.2998 |
| Unlimited | \$79.95 | 25/5Mbps | \$1,918.80 | UNLIMITED |
| 100GB | \$59.95 | 50/20Mbps | \$1,438.80 | \$0.5995 |
| 200GB | \$69.95 | 50/20Mbps | \$1,678.80 | \$0.3498 |
| Unlimited | \$89.95 | 50/20Mbps | \$2,158.80 | UNLIMITED |
| 100GB | \$69.95 | 100/40Mbps | \$1,678.80 | \$0.6995 |
| 200GB | \$79.95 | 100/40Mbps | \$1,918.80 | \$0.3998 |
| Unlimited | \$99.95 | 100/40Mbps | \$2,398.80 | UNLIMITED |

All prices include GST. Download/Upload speeds are **up to** 12/1 Mbps, 25/5 Mbps, 50/20 Mbps and 100/40 Mbps depending on the selected Internet plan. Fair use policy applies.

Monthly Charges: ADSL2+

| Data | Cost per month | Up to download/ upload speed | Total cost for 24 months | Cost per MB |
|-----------|----------------|---------------------------------|-----------------------------|-------------|
| 100GB | \$49.95 | 25/5 Mbps | \$1,198.80 | 0.049c/MB |
| UNLIMITED | \$79.95 | 25/5 Mbps | \$1,918.80 | UNLIMITED |

All prices include GST. Download/Upload speeds are up to 25/5 Mbps. Fair use policy applies.

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges with FuzeNet Internet. If you go over your monthly data allowance your service will be slowed to 256K/256K for the period in which the monthly usage quota has been exceeded.

Extra data packs can be purchased throughout a given month, the cost of which will be added to your invoice. The following rates are currently available: 20GB – \$5, 50GB – \$10, 100GB – \$15, 200GB – \$25, 500GB – \$35, 1000GB – \$50

Setup Fees

The setup fee will depend on whether you sign up for a contract and the service you can have at your location. An additional connection fee (New Development charge - \$300) may be charged by your network provider if your site has yet to be connected to the network.

| Service type | 24 month contract | NO Contract |
|--------------|-------------------|-------------|
| Fibre | \$0 | \$99 |
| VDSL | \$0 | \$99 |
| HFC | \$0 | \$99 |
| ADSL2+ | \$0 | \$99 |

Other Information

Usage Information

Customers can obtain information on their Broadband usage via our Customer portal <http://portal.fuzenet.com.au/signin>

Customer Service Contact Details

Our Customer Service representatives can be contacted for any questions you may have. Call 1300 881 917, 7 days a week, 8am - 8pm AEST. You can also contact us via email service@fuzenet.net.au OR by filling in the contact form on www.fuzenet.com.au/contact-us.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader. If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email complaints@fuzenet.net.au or phone 1300 881 917 and speak to our Customer Service Manager.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for the independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website www.tio.com.au/making-a-complaint.

Service Billing

FuzeNet issues accounts monthly in electronic form and bills you in advance. Your billing date is determined by the service activation date, however you will receive an Account around the same time each month. The due date is clearly printed in the top right hand corner of your invoice and falls between 14-30 days after account issue. If payment is late, \$5 late fee will apply.

If there are insufficient funds in your nominated account, a dishonour fee will apply; cheques incur a charge of \$16.50, Direct Debit rejections incur a \$10 charge (both incl. GST).

If you believe there is a discrepancy with any part of your bill, please provide written notice of this before the due date. We will then investigate; your service will not be disconnected while the bill is in dispute or for 60 days after issue, whichever is shorter. Until your concern is resolved, you may need to pay an amount based on prior usage. If our investigation concludes the unpaid amount was correctly billed, payment will fall due immediately. If you dispute this outcome, your State Ombudsman may be of assistance.