

CRITICAL INFORMATION SUMMARY



BROADBAND PLANS - RESIDENTIAL

SERVICE SPEED	DATA	MONTHLY CHARGE	SETUP FEE	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
NO LOCK IN PLANS					
25/5 mbps	Unlimited	\$69.95	\$99.00	\$168.95	\$168.85
50/20 mbps	Unlimited	\$79.95	\$99.00	\$178.95	\$178.85
100/40 mbps	Unlimited	\$99.95	\$99.00	\$198.95	\$198.95
250/100 mbps	Unlimited	\$149.95	\$99.00	\$248.00	\$248.00
12 MONTH PLANS					
25/5 mbps	Unlimited	\$69.95	\$49.00	\$118.95	\$888.40
50/20 mbps	Unlimited	\$79.95	\$49.00	\$128.95	\$1008.40
100/40 mbps	Unlimited	\$99.95	\$49.00	\$148.95	\$1248.40
250/100 mbps	Unlimited	\$149.00	\$49.00	\$198.00	\$1,837.00
24 MONTH PLANS					
25/5 mbps	Unlimited	\$69.95	\$0.00	\$69.95	\$1678.80
50/20 mbps	Unlimited	\$79.95	\$0.00	\$79.95	\$1918.80
100/40 mbps	Unlimited	\$99.95	\$0.00	\$99.95	\$2398.80
250/100 mbps	Unlimited	\$149.00	\$0.00	\$149.00	\$3,576.00

SERVICEABLE LOCATIONS

FuzeNet's broadband Internet services are not available in all locations. FuzeNet's will conduct service qualification checks before starting the application for your services.

NEW DEVELOPMENT FEE

In instances where the service ordered is the first service at the address and the building is less than 10 years old, the wholesaler may forward on a New Development Charge of a maximum amount of \$300. FuzeNet will apply a credit of the total amount of the New Development Charge (NDC) for select buildings on 12 & 24 month contracts. If the service is cancelled within the first 12 months of your contracted period, you will be liable to pay the \$300 NDC in addition to your cancellation fess.

REQUIRED EQUIPMENT

The equipment required for your service will differ depending on the type of technology used in the telecommunications infrastructure of your premises.

HFC & FTTH – A Network Termination Device will be installed into your premises. Your service will also require an Ethernet WAN (E-WAN) compatible router to distribute WiFi to multiple users in your home.

FTTN, FTTB & VDSL – Your service will also require a VDSL2 compatible modem or router to distribute WiFi to multiple users in your home.

It is possible to use some of these technology types without a router, but FuzeNet recommends against this for security reasons.

If you use equipment, in conjunction with your service, that FuzeNet has not supplied to you or otherwise approved, then FuzeNet may assist you with that equipment but FuzeNet cannot be responsible for the operation of that equipment. FuzeNet has a policy and terms around use of third party equipment. Please review our Customer Service Agreement located at www.fuzenet.com.au/legal

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CANCELLING YOUR SERVICE

If you need to cancel your broadband service you will be required to give us 30 days notice. Full terms & conditions at www.fuzenet.com.au/legal

FAILURE TO LAUNCH

If you have signed up for a FuzeNet broadband service but then decide to not proceed with the order, then FuzeNet may be required to pass on costs incurred while pursuing your order to a maximum amount of \$150.

MONITORING USAGE

You can monitor how much data you use on your service by signing into your account at www.portal.fuzenet.com.au/signin and click 'login' button at the top right of the page.

RELOCATION OF SERVICE

If you decide to relocate your service and you are in a contract, then you will be required to pay an additional relocation fee that will be equal to the installation fee you paid at the commencement of the contract for your service.

PAYMENT AND BILLING

Invoices can be paid via Direct Debit or via Credit Card on your customer portal. FuzeNet provides invoices monthly via email which are accessible anytime via your customer portal. You must pay the invoice for your service by the due date stated on the invoice. If you use Direct Debit or Credit Card as a method of payment, and if your account has insufficient funds available, then your bank may charge a fee on that failed transaction, and if your bank charges that fee to FuzeNet, then FuzeNet may pass that fee on to you.

SERVICES WHICH ARE DEPENDENT ON EXISTING LANDLINES

Please be aware that services which are dependent on landlines, such as facsimile machines, house alarms and medical alerts, are not suitable for operation via non-DSL services, which includes NBN, FuzeNet broadband or similar services. FuzeNet recommends that you speak with your service provider about your landline dependent services that may be effected by FuzeNet's broadband services.

CUSTOMER SUPPORT

If you are experiencing a problem with your service, please contact us on 1300 881 917 or email us at support@fuzenet.com.au

COMPLAINTS

If you are not satisfied with the outcome of your request for support and you wish to lodge a complaint, please contact us on 1300 881 917 or email us at support@fuzenet.com.au. If you are not satisfied with the outcome of your complaint and wish to escalate the matter further, please email support@fuzenet.com.au.

NETWORK LIMITATIONS

As with all types of technology, FuzeNet's broadband services are at times susceptible to technical issues that are beyond the reasonable control of either FuzeNet or you, and these may have a short term or long term effects. If a technical issue arises with your service, that FuzeNet is unable to rectify, or if FuzeNet determines it necessary for technical reasons to do so, we may change the speed or data limit of your service.

Your internal network and WiFi can impact your Internet speeds, FuzeNet Customer Service may be able to help you with these things, but ultimately, they are your responsibility to configure and maintain.

PROMOTIONAL OFFERS

FuzeNet may from time to time offer promotional codes as part of marketing campaigns. Conditions for using these codes can be found in the promotional material and at www.fuzenet.com.au/legal. You must comply with these conditions in order to qualify for the benefits of any particular promotion.

CANCELLATION FEES

The following cancellation fees will apply in the event that you cancel your service prior to the full term of your contract.

CONTRACT TERM	1-12 MONTHS REMAINING	12-18 MONTHS REMAINING
0 Month Contract	\$0	\$0
12 Month Contract	\$100	\$0
18 Month Contract	\$100	\$150