

# CRITICAL INFORMATION SUMMARY

## NBN PLANS - RESIDENTIAL



SERVICE SPEED	DATA	MONTHLY CHARGE	SETUP FEE	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
<b>NO LOCK IN PLANS</b>					
25/5 mbps	Unlimited	\$69.95	\$99.00	\$168.95	\$168.85
50/20 mbps	Unlimited	\$79.95	\$99.00	\$178.95	\$178.85
100/20 mbps	Unlimited	\$89.95	\$99.00	\$188.95	\$188.95
250/25 mbps**	Unlimited	\$119.95	\$99.00	\$218.95	\$218.95
<b>12 MONTH PLANS</b>					
25/5 mbps	Unlimited	\$69.95	\$49.00	\$118.95	\$888.40
50/20 mbps	Unlimited	\$79.95	\$49.00	\$128.95	\$1,008.40
100/20 mbps	Unlimited	\$89.95	\$49.00	\$138.95	\$1,128.40
250/25 mbps**	Unlimited	\$119.95	\$49.00	\$168.96	\$1,488.40
<b>24 MONTH PLANS</b>					
25/5 mbps	Unlimited	\$69.95	\$0.00	\$69.95	\$1,678.80
50/20 mbps	Unlimited	\$79.95	\$0.00	\$79.95	\$1,918.80
100/20 mbps	Unlimited	\$89.95	\$0.00	\$89.95	\$2,158.80
250/25 mbps**	Unlimited	\$119.95	\$0.00	\$119.95	\$2,878.80

Identifiable speeds are the maximum attainable line speed except for 250/25 (outside of peak hours). You will likely not experience these maximum speeds, please refer to the typical evening speeds in the [Key Fact Sheet](#).

\*\*New plan with theoretical maximum speed and only available for select areas. As this plan is new we do not have enough data to provide an average sampled evening speed. Our website and Key Fact Sheet will be updated once this is available. If your attainable service line speed (on FTTN/FTTB/FTTC) cannot support this speed tier, we can move you to a lower speed tier or you can terminate your service.

### SERVICEABLE LOCATIONS

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

### NBN 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.

### 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** – As part of the installation of this service a Network Termination Device will be installed into your premises. Your service then requires a router to distribute WiFi to multiple users in your home. Any router you use is required to be Ethernet WAN (E-WAN) compatible.

**FTTN, FTTB & VDSL** – Your service requires a modem or router to distribute WiFi to multiple users in your home. Any modem/router you use is required to be VDSL2+ compatible.

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](http://www.fuzenet.com.au/legal)

# CRITICAL INFORMATION SUMMARY



## 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](http://www.fuzenet.com.au/legal)

## FAILURE TO LAUNCH

If you have signed up for a FuzeNet NBN 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.fuzenet.com.au/](http://www.fuzenet.com.au/) and clicking 'login' button at the top right of the page.

## RELOCATION OF SERVICE

If you decide to relocate your service and you are in a fixed term 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 affected 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](mailto: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](mailto: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](mailto: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](http://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