FuzeNet

Critical Information Summary – Fuzenet Internet

Information about the Service

Product Overview
Our Fuzenet Internet plans can deliver superfast broadband with maximum speeds up to 100Mbps depending on the site and the technology employed. For un-timed 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.

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. Contact our connections team on 1300 667 863 or service@team.fuzenet.com.au.

Contact Term and Termination Fees
The minimum term is based on the contract term you choose. 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. Additionally you may be charged for any hardware that has been provided to you and not returned to Fuzenet.

Information about Pricing

Monthly Charges: Fibre, Ethernet, VDSL, EOC

Data	Cost per month on 12 month plan	Maximum download/ upload speed	Total cost for 12 months	Cost per GB
100GB	$39.95	12/1Mbps	$479.40	$0.3995
200GB	$49.95	12/1Mbps	$599.40	$0.2498
300GB	$59.95	12/1Mbps	$719.40	$0.1998
500GB	$69.95	12/1Mbps	$839.40	$0.1399
1000GB	$79.95	12/1Mbps	$959.40	$0.0800
100GB	$49.95	25/5Mbps	$599.40	$0.4995
200GB	$59.95	25/5Mbps	$719.40	$0.2998
300GB	$69.95	25/5Mbps	$839.40	$0.2332
500GB	$79.95	25/5Mbps	$959.40	$0.1599
1000GB	$89.95	25/5Mbps	$1079.40	$0.0900
100GB	$59.95	50/20Mbps	$719.40	$0.5995
200GB	$69.95	50/20Mbps	$839.40	$0.3498
300GB	$79.95	50/20Mbps	$959.40	$0.2665
500GB	$89.95	50/20Mbps	$1079.40	$0.1799
1000GB	$99.95	50/20Mbps	$1199.40	$0.1000
100GB	$69.95	100/40Mbps	$839.40	$0.6995
200GB	$79.95	100/40Mbps	$959.40	$0.3998
300GB	$89.95	100/40Mbps	$1079.40	$0.2998
500GB	$99.95	100/40Mbps	$1199.40	$0.1999
1000GB	$109.95	100/40Mbps	$1319.40	$0.1100
100GB	$139.95	1000/400Mbps	$1679.40	$1.3995
200GB	$159.95	1000/400Mbps	$1919.40	$0.7998

| 500GB | $199.95 | 1000/400Mbps | $2399.40 | $0.3999 |
| 1000GB | $299.95 | 1000/400Mbps | $3599.40 | $0.3000 |

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

Monthly Charges: Cable

Data	Cost per month	Up to download/upload speed	Total cost for 12 months	Cost per MB
100GB	$49.95	25/5 Mbps	$599.40	0.049c/MB
UNLIMITED	$69.95	25/5 Mbps	$839.40	UNLIMITED

All prices include GST. Download/Upload speeds are up to 25/5 Mbps, 50/20 Mbps and 100/40 Mbps depending on the selected internet plan. 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 of 10GB are available for purchase for $20. Only one pack can be purchased per month. The $20 will be added to your invoice.

Setup Fees
The setup fee will depend on the contract term you sign up to and the service you can have at your location. An additional connection fee may be charged by your network provider.

Service type	24 month contract	12 month contract	6 month contract	NO contract
Fibre	$0	$49	$75	$99
VDSL & EOC	$0	$99	$199	$299
Ethernet	$0	$49	$99	$199
Cable	$0	$49	$99	$199

Other Information

Usage Information
Customers can obtain information on their Broadband usage via My Account www.fuzenet.com.au/myaccount.

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 - 9pm AEST. You can also contact us via email service@fuzenet.com.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 service@fuzenet.com.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.

W: www.fuzenet.com.au
A: PO Box 557, Gladesville NSW 2111
T: 1300 881 917   **E:** service@team.fuzenet.com.au