

CRITICAL INFORMATION SUMMARY



FUZENET NBN - RESIDENTIAL PLANS

NO LOCK IN

SERVICE SPEED	DATA	MONTHLY CHARGE	SETUP FEE	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
25/5 mbps	Unlimited	\$69.95	\$99.00	\$168.85	\$168.85
50/20 mbps	Unlimited	\$79.95	\$99.00	\$178.95	\$178.95
100/40 mbps	Unlimited	\$99.95	\$99.00	\$198.95	\$198.95

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

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

SERVICEABLE LOCATIONS

NBN services are only available in select locations. Service qualification checks will be completed before starting the application however these checks do not guarantee serviceability of your premise.

NBN NEW DEVELOPMENT FEE

In some cases NBNCo may forward on a \$300 charge in development areas to cover costs involved in connecting the service. In this case the charge may be forwarded on to you in addition to the regular setup fee.

REQUIRED EQUIPMENT

The equipment required differs depending on the technology type.

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 – 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.

Any third party equipment used in conjunction with the service is not the responsibility of Fuzenet. While it is possible to use some of these technology types without a router, Fuzenet does not recommend this for security reasons. For more information please review our Customer Service Agreement located at www.fuzenet.com.au/legal

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 SERVICE

If you have signed up for a Fuzenet NBN service and decide not to proceed with the order you may be forwarded on fees incurred while pursuing your order to a maximum amount of \$150.

MONITORING USAGE

You can monitor how much data you use 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

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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 your contract.

PAYMENT AND BILLING

Invoices can be paid via Bpoint or via Credit Card on your customer portal. Fuzenet provides invoices monthly via email which are accessible anytime via your customer portal.

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 require assistance, please ensure you contact us on **1300 881 917** or email us at support@fuzenet.com.au as a first step.

If you are not satisfied with the outcome of your support request and wish to lodge a complaint, please contact us on **1300 881 917** or email us at complaints@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 technology types, NBN services are sometimes susceptible to issues that are out of the control of the end user and the provider. If a technical issue arises with your service that Fuzenet is unable to rectify, or if Fuzenet determines it necessary for technical purposes, we may change the speed or data limit of your service. Your internal network and WiFi can impact your internet speeds, these are your responsibility to configure and maintain.

PROMOTIONAL OFFERS

Fuzenet may offer promotional codes as part of sales campaigns. Conditions for using these codes can be found at www.fuzenet.com.au/legal and must be adhered to before we are able to apply the agreed terms of the 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	0-12 MONTHS REMAINING	12-18 MONTHS REMAINING
0 Month Contract	\$0	\$0
12 Month Contract	\$100	\$0
18 Month Contract	\$100	\$150