



CRITICAL INFORMATION SUMMARY

INTERNET - RESIDENTIAL PLANS

This summary may not reflect any discounts or promotions which may apply from time to time.

SERVICE SPEED	DATA	MONTHLY CHARGE	SETUP FEE	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
NO LOCK IN PLANS					
25/5	Unlimited	\$69.95	\$99.00	\$168.95	\$168.95
50/20	Unlimited	\$79.95	\$99.00	\$178.95	\$178.95
100/20	Unlimited	\$89.95	\$99.00	\$188.95	\$188.95
250/25 mbps**	Unlimited	\$119.95	\$99.00	\$218.95	\$218.95
12 MONTH PLANS					
25/5	Unlimited	\$69.95	\$49.00	\$118.95	\$888.40
50/20	Unlimited	\$79.95	\$49.00	\$128.95	\$1,008.40
100/20	Unlimited	\$89.95	\$49.00	\$138.95	\$1,128.40
250/25 mbps**	Unlimited	\$119.95	\$49.00	\$168.95	\$1,488.40
24 MONTH PLANS					
25/5	Unlimited	\$69.95	\$0.00	\$69.95	\$1,678.80
50/20	Unlimited	\$79.95	\$0.00	\$79.95	\$1,918.80
100/20	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 and 1000/50 plans (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.

SERVICE DESCRIPTION

Your service is delivered through the LBN, Opticomm, OPEN Networks, and NBN networks with speed ranging between 25/5 Mbps and 1000/50 Mbps depending on the plan chosen (see table above).

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

If you use equipment that we have not supplied to you or otherwise approved, then we may assist you with that equipment, but cannot be responsible for its operation.

THE MINIMUM CONTRACT TERM

The services are supplied on a no lock-in contract with a minimum term of 30 days, or 12- and 24-month contract term.

SERVICE SPEEDS

Service speeds can vary due to factors such as: the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network.

EQUIPMENT SET UP

A network termination device will be installed into your premises and a router is required to access the service. In order to distribute WiFi to multiple users in your home, HFC & FTTH customers will require an ethernet WAN (E-WAN) compatible router and FTTN, FTTB & VDSL customers will require a VDSL2 compatible modem or router.

Many home routers and Wi-Fi networks will bottleneck your connection to the internet, especially with our faster fibre plans.

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

You may upgrade this plan by requesting a plan change before the end of the billing period (which is a calendar month). New plan to begin at the commencement of the next month. The plan can be changed to any compatible fibre plan with no additional costs for plan changes.

We can provide a router with your chosen plan at an additional once-off cost.

All plans are subject to our Acceptable Use Policy. You must not use your service in an unreasonable manner which detrimentally affects our network.



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CONNECTION COST

Depending on your contract length there may be an activation fee for your service as set out in the table below:

NO LOCK IN CONTRACT	12 MONTH CONTRACT	24 MONTH CONTRACT
\$99 connection fee	\$49 connection fee	\$0 connection fee

INVOICING OPTIONS

- Credit card payments: Visa and Mastercard, American Express and non-automated payments (bank deposit, EFT, cheque, money order) are accepted ways of payment.
- Every failed payment incurs a charge of \$10 on your next bill.
- If you wish to avoid fees and charges, please select the DirectDebit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@fuzenet.com.au

MANAGE YOUR SERVICE

You will have access to a secure portal where you will be able to view your daily data and call usage, track your invoices, make changes to your existing service and buy new services. Customer portal: <https://my.fuzenet.com.au>.

PRO-RATA BILLING

If you connect to your plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month.

FAILURE TO LAUNCH

If you have signed up for a Fuzenet 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.

EARLY TERMINATION CHARGE (ETC)

There is no early termination charge (ETC) if you chose a No Contract option. If you are contracted to Fuzenet on 12 or 24 month contract and you cancel your service, you will be charged an ETC of \$350 or you will have to pay out the remainder of your contract, whichever is lesser amount.

CUSTOMER COMPLAINTS AND INFORMATION

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at support@fuzenet.com.au or call 1300 881 917.

If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au

This is a summary only - the full legal terms for broadband services are available at <https://fuzenet.com.au/legal>

CUSTOMER AND SUPPORT CONTACTS

SALES

sales@fuzenet.com.au

Tel: 1300 800 456

8:30 am - 8:00 pm Monday to Friday;

9:30 am - 5:30 pm Saturday and Sunday

ACCOUNTS

accounts@fuzenet.com.au

Tel: 1300 881 917

8:30 am - 8:00 pm Monday to Friday;

9:30 am - 5:30 pm Saturday and Sunday

POSTAL ADDRESS

Level 1, 44 Currie Street, Adelaide, 5000