



Information About the Service

The Internet-1® nbn™ Home Plans, are offered to residential customers of Internet-1®, and delivered via the Australian *National Broadband Network* (nbn™), utilising FTTN, FTTC, FTTB, FTTP, HFC or Fixed Wireless and, is subject to technology availability in the customer's area and at their premises. Fixed Wireless technology (FW), in most cases, is available when other NBN technologies are not and, is limited to a maximum speed of 50/20 Mbps.

All Internet-1® nbn™ Home Plans, may be ordered with an optional nbn™ telephone voice service at an additional cost. Please refer to the **Voice Service Add-On and Call Rates** section on the following page.

Bundling Requirements/Arrangements

Internet-1® does not require that you bundle this service with any other service.

Mandatory Components

A nbn™ compatible modem is required to access this service. Should you wish to use your own nbn™ compatible modem, you may do so or, you may purchase a new pre-configured nbn™ compatible modem for **\$125.00** when ordering your service from us. If you choose to use your own modem and wish to utilise the optional nbn™ telephone voice service, your modem must support SIP/VoIP technology.

A once-off Activation fee of **\$5.00** applies to all Internet-1® nbn™ Home Plans and contract types.

Minimum Term

Internet-1® nbn™ Home Plans, may be ordered as either a **no lock-in** contract (month to month), or an **18 month** contract (18 months duration).

- Both No lock-in & 18 month contracts attract a once-off Activation Fee of **\$5.00**.
- Customers choosing **18 month** contracts receive 'Price Protection' against a price increase for a period of 18 months.
- Customers choosing either a No lock-in or 18 month contracts, may use their own modem, or purchase a new modem at signup for **\$125.00**.

Termination of either the **no lock-in** contract or the **18 month** contract, may be made by the customer by giving 30 days notice.

In the case of the 18 month contract, an early termination fee of **\$330.00** applies within the first 6 months of the contract term.

Inclusions/Exclusions/Special Conditions

All Internet-1® nbn™ Home Plans, have an unlimited data allowance as standard and subject to our Fair Use Policy at internet-1.com/fairuse

Broadband Speeds

Actual speeds may vary due to a variety of factors including:- the type, age & configuration of the device being used to access the service, the type, version & compatibility of any software installed on the device, the nature of the content being accessed and it's source and location on the Internet and the number of other users accessing the same content or service, the interconnecting networks outside the control of Internet-1®, including the nbn™ or other networks on the Internet which from time to time may be affected by excess demand, scheduled or unscheduled outages, power blackouts, unknown performance degradation, partial or total network failure due to:- natural phenomena such as severe weather, natural disasters including storms, floods, hurricanes, tornadoes, tsunamis and earthquakes.

The Typical Evening Download Speed is measured between 7pm and 11pm and is regularly updated at internet-1.com within each plan panel.

For the typical evening speeds customers can expect, please refer to the **Information About Pricing** section on the following page.

nbn™ Equipment

If your premises is already nbn™ enabled, then it may not be necessary for a nbn™ technician to attend your premises. If you are a new nbn™ customer and your premises is being connected to an internet provider for the first time, we will arrange for a nbn™ technician to attend to finalise the installation process. After you signup with Internet-1®, we will contact you to arrange a suitable date and time for the nbn™ technician to attend. Once the installation is complete, you can then plug your modem into the nbn™ socket in your premises to begin using the service.

Technical Support

All technical support is free of charge and available at the designated operating hours and days.

For more information about technical support, please visit: internet-1.com/support



CRITICAL INFORMATION SUMMARY

nbn™ Home Plans

DocSec: C284572y5v0-vpim-m45nb617

Ver. 1.1
Issued: 29/01/2019

Information About Pricing

NBN Home Plans

	HOME12 12/1 Mbps	HOME25 25/10 Mbps	HOME50 50/20 Mbps	HOME100 100/40 Mbps
Typical Evening Speed	9 Mbps to 11 Mbps	20 Mbps to 23 Mbps	40 Mbps to 47 Mbps	80 Mbps to 93 Mbps
Monthly Charge	\$59.99	\$79.99	\$89.99	\$99.99
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Total Cost 18 Month Contract	\$1,084.82	\$1,444.82	\$1,624.82	\$1,804.82
Minimum Charge in 1 st Month (18 month Contract including: - 1 st Month Internet Access + Activation Fee of \$5.00 + New Modem Charge of \$125.00).	\$189.99	\$209.99	\$219.99	\$229.99
Minimum Charge in 1 st Month (18 month Contract including: - 1 st Month Internet Access + Activation Fee of \$5.00 + BYO Modem at \$0.00).	\$64.99	\$84.99	\$94.99	\$104.99
Minimum Charge in 1 st Month (No Lock-In Contract including: - 1 st Month Internet Access + Activation Fee of \$5.00 + New Modem Charge of \$125.00).	\$189.99	\$209.99	\$219.99	\$229.99
Minimum Charge in 1 st Month (No Lock-In Contract including: - 1 st Month Internet Access + Activation Fee of \$5.00 + BYO Modem at \$0.00).	\$64.99	\$84.99	\$94.99	\$104.99
Upfront Fees & Charges	<ul style="list-style-type: none"> • Activation Fee - \$5.00 (Applicable to all plans & contract types). • Modem - \$125.00 or BYO. • New Development Charge - \$300.00 (Applies only if your premises is identified by nbn™ as being within the site boundary of a new development). 			
Early Termination Fee	A payout fee of \$330.00 applies to the termination of the 18 month contract within the first 6 months of the contract term.			

Voice Service Add-On and Call Rates

Service/Product	Cost/Rates
Line Rental	\$8.00 per month
Local Calls	\$0.0376 per minute
National Calls to Landlines	\$0.0376 per minute
Calls to Standard Australian Mobiles	\$0.22 per minute
Calls to 13/1300 numbers	\$0.0376 per minute
Cost of 2 Minute Standard National Mobile Call	\$0.44 (including call connection)

Other Information

Data & Call Usage Information

To obtain your Voice Service & Internet usage, contact Customer Service on **1800 2 HELP YOU** (1800 2435 7968) or customerservice-au@internet-1.com

Customer Service

Email: customerservice-au@internet-1.com
Phone: **1800 2 HELP YOU** (1800 2435 7968)

Technical Support

Email: support-au@internet-1.com
Phone: **1800 2 HELP YOU** (1800 2435 7968)

Complaints Handling

In the event of a dispute arising with Internet-1®, and you wish to lodge a complaint, you may contact Customer Service by email on customerservice-au@internet-1.com or use the online Complaint Form at internet-1.com/contact-us

Should you not be satisfied with our handling of your complaint, and have escalated it within Internet-1®, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO) on **1800 062 058** or at www.tio.com.au.

NOTE: The TIO urge customers to attempt to resolve the issue with their provider prior to intervening.

INTERNET-1.COM

MAIN NUMBER
1300 INTERNET

TO GET CONNECTED
1300 2 CONNECT

Internet-1® is a registered trade mark

Internet-1 Pty Ltd
ACN 622 042 317

P.O. Box 222
South Melbourne VIC 3205



CUSTOMER SERVICE
1800 2 HELP YOU

SUPPORT
1800 2 HELP YOU

Internet-1 Pty Ltd is a subsidiary of Internet Inc. (USA).