



CRITICAL INFORMATION SUMMARY

NBN Internet 10GB or SMALL Plan

Information about the service

Fantel's NBN connection is delivered via the National Broadband Network (NBN) to the demarcation or boundary point (first point of connection) at your premises.

NBN Performance and availability

Throughput speeds may be slower and may vary due to many factors, including but not limited to; location, hardware being used, congestion, line quality, time of day. This service is only available in certain areas.

Required Equipment

You will require equipment such as a router, gateway or modem to be able to connect to Fantel's NBN service. Please speak with the Fantel Sales team to discuss the type of NBN compatible equipment required to connect to NBN. Eg. NBN HFC requires a router capable of using PPPoE with vlan tag support.

Customer Service Guarantee (CSG) Waiver

The service fees and charges including setup pricing are based on new customers agreeing to waive the CSG.

Over Data Speed Shaping

By default all plans are shaped/slowed down once the data usage for the plan is exceeded. The speed will be reduced to 256k/256kbps and is reset at the beginning of the next month. Optional data packs are available to be purchased.

Minimum commitment term is 1 month.

Information about pricing

Download Connection Speed	Between 5Mbps and 12Mbps	Between 5Mbps and 25Mbps	Between 12Mbps and 50Mbps
Monthly Charge	\$69.95	\$79.95	\$54.95
Monthly Data Quota	200GB where 1GB(Gigabyte) = 1000 MB(Megabytes). Your unused allowance expires each month. If you exceed this limit in a monthly billing period, you won't be charged extra for use.		
Minimum Total Cost on 24 Month Contract	\$1,678.80	\$1,918.80	\$1,318.80
Minimum Total Cost on 12 Month Contract	\$938.40	\$1,058.40	\$858.40
Minimum Total Cost on 1 Month Contract	\$268.95	\$278.95	\$253.95
Minimum Charge in 1st Month (24 Month Contract)	\$69.95	\$79.95	\$54.95
Minimum Charge in 1st Month (12 Month Contract)	\$168.95	\$178.95	\$153.95
Minimum Charge in 1st Month (No Lock-in Contract)	\$268.95	\$278.95	\$253.95
Other Fees	<ul style="list-style-type: none"> Setup fee \$0 on 24 month contract or \$99 on 12 month contract or \$199.00 on no lock-in contract Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Pre-configured modem routers available to purchase includes shipping and delivery for \$143 or \$189 (depending on model). 		
Early Termination Charge	Contract payout fee up to \$350 (applicable on 12 or 24 month contract only)		
Change of Speed Fee	Speed change of \$22.00		

Other information

Even if you choose a higher speed tier or purchase a speed boost, your NBN service can never go faster than the max line speed available at your premises. This is particularly relevant to those customers who will be connected by Fibre To The Node (FTTN) or Fibre To The Building (FTTB).

For FTTB & FTTN customers we can not confirm your maximum line speed until your service is installed and activated on the NBN network. This means we will only offer the Evening Speed tier once this information is available and if you are eligible.

If your NBN connection does not allow you to properly benefit from the speed tier you are on, we will provide you with your maximum line speed, once its available along with alternative options.

Monitoring your usage

You may view your usage by logging into our member's portal. Access it from <https://my.fantel.com.au/>.

Billing

Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Each bill includes usage charges and the minimum monthly charge in advance.

A \$2.20 invoice payment and handling fee will be charged if you are not setup for automatic payment using a credit card.

Billing format is received via email and is issued at the beginning of each month around the the 4th of every month for 1 month in advance.

We accept payment methods; Credit Card (preferred) & Direct Deposit. Pre-Payment will need to be made before orders will be processed.

Customer service details

For further assistance, please contact our customer service centre on 02 8332 3030 Option 1.

If you wish to make a complaint, please contact our complaints resolution team on 02 8332 3030 or lodge your complaint by emailing complaints@fantel.com.au.

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Fantel Pty Limited, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. Calling 1800 062 058; or
- b. Emailing to tio@tio.com.au; or
- c. Faxing to 1800 630 614; or
- d. By post to PO Box 276, Collins Street West, VIC 8007.