



NBN is the core network which service providers connect their networks to. The NBN do not have any involvement in the quality of the service though, this is all controlled by the service provider. Each service provider makes their own choices regarding how congested they allow their network to be which directly affects the performance for end users. The more people sharing the network (contention), the slower the speeds are for you. One NBN provider may run higher contention than another, they will not all be the same just because they all use the NBN backbone. For this reason Vonex is pleased to offer you the choice, 4 speeds, no data limits and 3 options so you can choose the quality of your internet for yourself.

Product	Lite	Standard	Premium
	This is for the budget conscious customer. It's the cheapest but will be the most affected during busy times	An upgraded service providing a more consistent experience and better speeds during peak times	This is our flagship product where quality internet is the priority, which means faster speeds all the time
<b>NBN12</b> Monthly access fee	<b>\$70.00</b> NBN050	<b>\$80.00</b> NBN054	<b>\$90.00</b> NBN058
12 MBPS - Typical average speed during business hours (9am-5pm AEST)			
<b>NBN25</b> Monthly access fee	<b>\$75.00</b> NBN051	<b>\$85.00</b> NBN055	<b>\$95.00</b> NBN059
24.1 MBPS - Typical average speed during business hours (9am-5pm AEST)			
<b>Promo Pricing</b> ★ Offer ends December 31st 2019			
<b>NBN50</b> Monthly access fee	<b>\$70.00</b> NBN052P	<b>\$80.00</b> NBN056P	<b>\$90.00</b> NBN060P
	<del>WAS \$80.00</del>	<del>WAS \$95.00</del>	<del>WAS \$105.00</del>
47.4 MBPS - Typical average speed during business hours (9am-5pm AEST)			
<b>NBN100</b> Monthly access fee	<b>\$90.00</b> NBN053	<b>\$100.00</b> NBN057	<b>\$110.00</b> NBN061

Other Charges					
24 month contract	Speed change fee	Incorrect call out fee (if no fault found on carriers Network)	Late cancellation /missed appointment	Labour rate (rounded up to nearest hour)	Order withdrawal prior to service activation
Free connection*	<b>\$30.00</b>	<b>\$165.00</b>	<b>\$82.50</b>	<b>\$77.00</b>	<b>\$27.50</b>

### \*NBN new development charge

The NBN has implemented a \$300.00 charge for all new connections made in areas they have identified as within the boundary of a new development. If you are in a new 'greenfield' or new development area as determined by the NBN network, then the \$300 fee will apply.

### \*Connection of new line

Where there is no current copper line available for a FTTN new connection, a new copper PSTN line will need to be connected before an NBN FTTN can be connected. The standard charges for copper new line connections of \$299.00 apply.



## Critical information summary

### Information about the service

These plans are an internet service that is provided over the National Broadband Network (NBN). It is available in NBN enabled areas only. The minimum term contract for this service is 24 months. The expected time frames for connections are 7 business days where infrastructure is in place, or 35 business days for available infrastructure. These plans all included unlimited downloads. The interface speed is the maximum expected speed of the fibre technology at the customer's premises. This speed will be affected by many factors that include the number of end users, the hardware, the software being used and the connection method. Standard installation is included with your plan and is provided to the first telephone point on your premises with a suitable router. A 240 volt power supply is required and it is the customer's responsibility to ensure this is available. In the event of a power outage your services will not work unless you maintain a back-up battery. If you install an NBN service you will not be able to move back to a fixed line copper service. All customers will be set up on direct debit via credit card or bank account only, with payments deducted 4 days after your email bill is issued. The connection fee (if applicable) is a one off charge and will be applied to your first invoice.

### Information about pricing

Minimum monthly charges for each plan are: NBN050-\$70, NBN051-\$75, NBN052P-\$70, NBN053-\$90, NBN054-\$80, NBN055-\$85, NBN056P-\$80, NBN057-\$100, NBN058-\$90, NBN059-\$95, NBN060P-\$90, NBN061-\$110. The minimum total costs on a 24 month contract are NBN050-\$1,680, NBN051-\$1,800, NBN052P-\$1,680, NBN053-\$2,160, NBN054-\$1,920, NBN055-\$2,040, NBN056P-\$1,920, NBN057-\$2,400, NBN058-\$2,160, NBN059-\$2,280, NBN060P-\$2,160, NBN0610-\$2,640. Early termination fee-\$10 per month times the remaining months in the contract term.

### Other information

• Up to date usage of the service can be obtained by contacting customer service on 1800 828 668 or emailing. [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au). • If you wish to contact Vonex in respect to a dispute, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au). • If the Vonex dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).



Contact your Vonex dealer