

NBN BROADBAND UNLIMITED

INFORMATION ABOUT THE SERVICE

Service Description

The innoTel NBN Broadband Unlimited plan is a High Speed Broadband service provided over the National Broadband Network (NBN).

All pricing is Inclusive of GST.

Monthly Data Allowance Unlimited

Service Availability and Requirements

The service is available to business customers with an Australian Business Number (ABN) and is only available in NBN enabled areas.

You can choose to provide your own NBN Broadband Router, or alternatively you can purchase a pre-configured NBN Broadband Router from innoTel.

Important Limitations

The Broadband speed you obtain with this service will vary depending on many factors and is not guaranteed.

100Mbps/40Mbps speeds are not available on NBN Fixed Wireless and Satellite connections.

Battery Backup / Power Outages

This plan excludes an NBN Battery Backup unit and means your voice and data services will be temporarily unavailable for the duration of the power outage.

Contract Terms

innoTel offers contract lengths of **24-Months**, **12-Months** and **1-Month** on this plan.

What is not included in this plan

The plan fee does not include a Phone Plan or NBN Broadband Router, unless you purchase these in addition to your NBN broadband plan.

INFORMATION ABOUT THE PRICING

Minimum Monthly Charge

The following details the minimum monthly charges and total minimum costs associated with this plan.

Speed: 12Mbps / 1Mbps	Unlimited
Monthly Fee	\$79.95
Speed: 25Mbps / 5Mbps	Unlimited
Monthly Fee	\$89.95
Speed: 100Mbps / 40Mbps	Unlimited
Monthly Fee	\$109.95

Connection Charges

Contract Length	Fee
24-Months	\$49.00*
12-Months	\$99.00*
1-Month	\$199.00*

* A 'New Development Fee' may also apply if you are within a designated new development area (see below)

Total Minimum Cost

Contract Length	Total Minimum Cost
12Mbps/1Mbps Unlimited 24-Month Contract	\$1,967.80
12Mbps/1Mbps Unlimited 12-Month Contract	\$1,058.40
12Mbps/1Mbps Unlimited 1-Month Contract	\$278.95
25Mbps/5Mbps Unlimited 24-Month Contract	\$2,207.80
25Mbps/5Mbps Unlimited 12-Month Contract	\$1,178.40
25Mbps/5Mbps Unlimited 1-Month Contract	\$288.95
100Mbps/40Mbps Unlimited 24-Month Contract	\$2,687.80
100Mbps/40Mbps Unlimited 12-Month Contract	\$1,428.40
100Mbps/40Mbps Unlimited 1-Month Contract	\$308.95

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Cost of 1MB of Data

Not Applicable.

Excess Data Charges

Not Applicable.

New Development Fee

If you are in a new development area and not already connected to the NBN, NBNCo may charge \$300 to connect your premises. If applicable, we will bill that charge to you.

Plan Changes

You can change your plan during your minimum contract term. There are no costs to upgrade your plan. Downgrading your plan will incur a \$30.00 inc GST fee.

Relocation Charge

If you relocate your NBN service, a fee of \$129.00 is applicable per relocation. If you move outside of NBN coverage, we will offer to provide you with another broadband service. If you elect not to take this offer, Early Termination Charges may apply.

Early Termination Charge

Early termination charges apply based on: Months Remaining x Minimum Monthly Charge.

Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, will be give you 30-days' notice before the increase takes place.

BILLING INFORMATION

Billing

The pricing outlined in this Critical Information Summary are based on a full billing cycle. When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- Any additional/non-recurrent charges (e.g. call charges, connection, hardware fees etc).

Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account, EFT/Bank Transfer and payments by Cheque are free of surcharges. Paying by other methods may attract a fee; you can view other

payment methods and any surcharges that may apply by reviewing our Schedule of Fees and Charges at: www.innotel.com.au/policies/

Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost per month. Please see our schedule of fees and charges for Account & Billing related fees.

OTHER INFORMATION

Full Terms

This information is provided as a summary only. For our full terms please visit www.innotel.com.au/policies/ for our Standard Form of Agreement (SFOA).

Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

Contact Us

We're here to help, so if you have questions about your bill, your service or need technical assistance, please contact us on **1300 736 048**. Our service team are available between 9am and 5.30pm Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review our complaint handling policy at www.innotel.com.au/policies/.

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting www.tio.com.au as a last resort.

The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document.