

NBN BROADBAND UNLIMITED – WhistleOut Offer 2017

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). Pricing is Inclusive of GST.

Monthly Data Allowance

Unlimited;

What is included in this plan

- An NBN Broadband connection, at your selected speed with an unlimited monthly data allowance.
- NBN Ready Modem/Router
- Static/Fixed IP address (IPv4)
- 10GB Online Backup Service

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..

Important Limitations

The broadband speed advertised is an 'Up-To' speed and the throughput you obtain with this service will vary depending on many factors. 50Mbps/20Mbps & 100Mbps/40Mbps speeds are not available on NBN Fixed Wireless. This offer not available on Satellite NBN services. See NBN Speed Expectations below.

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 a contract lengths of **24-Months** on this plan.

Other key information about this plan

- No Peak or Off Peak metering
- Uploads and Downloads counted

What is not included in this plan

This plan does not include a Phone Plan, unless you purchase this in addition to the broadband plan.

INFORMATION ABOUT THE PRICING

Minimum Monthly Charge

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

up to 25Mbps / 5Mbps	UNLIMITED
Monthly Fee	\$69.95
up to 50Mbps / 20Mbps	UNLIMITED
Monthly Fee	\$79.95
up to 100Mbps / 40Mbps	UNLIMITED
Monthly Fee	\$89.95

Connection Charges

Contract Length	Fee
24-Months	\$0.00*

* A 'New Development Fee' may apply if you are within a designated new development area. A fee will apply if you are a HFC NBN customer and elect to have a professional installation at (see next page).

Total Minimum Cost

Contract Length	Total Minimum Cost
25Mbps/5Mbps Unlimited 24-Month Contract	\$1,678.80
50Mbps/20Mbps Unlimited 24-Month Contract	\$1,918.80
100Mbps/40Mbps Unlimited 24-Month Contract	\$2,158.80

Cost of 1MB of Data

Speed: 12Mbps / 1Mbps	UNLIMITED
25Mbps / 5Mbps	N/A
50Mbps/20Mbps	N/A
100Mbps / 40Mbps	N/A

Excess Data Charges

There are no excess usage charges. Once you have reached your monthly data allowance, your connection speed will reduce to 256kbps for the remainder of the billing month. Data Packs can be purchased and will restore your internet speed until that data pack has been consumed.

New Development Fee

If you are in a new development area, NBNSCo may charge \$300 to connect your premises. If applicable, we will bill that charge to you.

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NBN HFC Professional Installation Fee

NBN HFC services are now ‘Self Installation’ (as at 1/7/2017) where an existing wall plate is present. You will be sent the HFC NTU and be responsible for installing it. The cost of a professional installation is \$170 + \$85 per hour labour rate.

NBN Speed Expectations

The following outlines the download speed expectation of an NBN service at a particular line speed.

Line Speed	Download Speed Expectations
25Mbps/5Mbps	Between 5Mbps and 25Mbps
50Mbps/20Mbps	Between 5Mbps and 50Mbps
100Mbps/40Mbps	Between 12Mbps and 100Mbps

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

Pricing outlined in this Critical Information Summary is 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 and EFT/Bank Transfer 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.