

## CALLNET NBN PLANS

### FTTP

Discover the perfect NBN plan with Callnet, designed to meet the needs of both businesses and consumers. For businesses, our plans offer robust, high-speed internet connectivity to ensure seamless operations, keeping your team productive and connected. For consumers, we provide reliable speeds and exceptional service for everything from casual browsing to heavy streaming. Explore our diverse range of options and find the ideal plan to suit your specific requirements, whether for work or leisure.

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises.

\* All prices listed are inclusive of GST.

### Callnet NBN Elite 250

### Callnet NBN Professional 1000

Minimum Term	12 Months	12 Months
Minimum Monthly Charge	\$129	\$199
Monthly Data Allowance	Unlimited	Unlimited
Speed Tier	250 Mbps / 100 Mbps	1000 Mbps / 400 Mbps
	<i>NBN speeds may vary due to a variety of factors, including the type and quality of the infrastructure at your premises. Actual speeds may be affected by the equipment used, the technology available at your location, network congestion, and other technical limitations. Please consult with Callnet for detailed information regarding the expected speeds at your specific premises.</i>	
Setup Fees	\$0, however, fees may apply for a first time nbn connection to dwellings in new developments, for additional lines or for non-standard installations.	
Modem Charges	\$299+ if you choose a Callnet-supplied modem, which you can purchase outright (in-store, by contacting us, or added to your first Callnet invoice) \$0 if you choose to use a self-supplied modem	
Early Termination Charges	A \$200 cancellation fee will apply if cancelled within the 12-month cancellation period. No cancellation fees apply after the 12 months, and the service will continue until cancelled. If your plan is cancelled, you won't receive a pro-rata refund for the remainder of your payment cycle.	

#### Minimum Term of Service

Minimum term of this service is 12 months, billed monthly.

#### Setup Fees

There are no setup fees for this service, unless it's a new development, additional lines or non-standard install.

#### Early Termination Fees

If the service is in contract, a \$200 cancellation fee will apply. No cancellation fees apply once the service is out of contract.

#### New Development Charge

A New Development Charge of \$299 will apply for first time NBN connections to new dwellings. If a New Development Charge applies to your service, you will be notified of this in your Service Order Form.

#### Provider

NBN is the principal carrier whose network is used to deliver this service. Callnet is solely responsible for providing the service to you, and is not affiliated with or related to the principal carrier.

## Additional Charges

- Subsequent Installation - \$297 per installation
- NBN Technical Support - \$5.50 per service, per call out

The below charges are billed directly by NBN:

- Non-Standard Installation
- Incorrect call out where an NBN technician attends site
- Incorrect call out where an NBN technician does not attend site
- Late cancellation for maintenance or installation activity
- Rearrange, modify, remove or repair Connecting Equipment
- Additional NBN NTD install
- Battery back up
- Replacement battery (Customer is responsible for replacing battery)

## Service and Plan Availability

Callnet NBN services may not be available at all locations, as availability depends on the NBN rollout in your area. Customers can check address eligibility on the NBN website or contact Callnet. Installation is not guaranteed until successfully completed, as technical or commercial factors may impact service connection.

## Compatible Equipment

A compatible NBN modem/router is required for the service. Callnet offers pre-configured modems for purchase, or you can use your own, provided it meets the required specifications. If using a self-supplied modem, it will only work with Callnet's stand-alone internet service, so you won't have access to a fixed phone line, including emergency calls like 000. It is your responsibility to ensure your self-supplied model is compatible for use with Callnet's NBN services.

## Service Limitations

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the NBN or 4G backup service and are not tested by us or supported on Callnet NBN. You should contact your device supplier to find out if your device will work before connecting to the NBN.

## Plan Speed

Your speeds depend on the plan you choose and your eligibility. You may upgrade to a higher speed based on your plan and NBN connection. Elite and Professional plans require compatible equipment, and we can't guarantee if your self-supplied modem will work. Typical Evening Speeds are averages, not guaranteed.

## Installation

You must obtain permission from the property owner if that's not you, to have Callnet NBN installed, and have someone over 18 years of age in attendance at the appointment. You may need two technicians (one Callnet, one NBN) to install the service. If applicable, we will send you a Callnet self-installation kit. Installation fees may apply if you request a technician installation where a self-install option is available.

## Service Charges

Service charges commence from the day Callnet activates your service. Your first bill will be pro-rated from the activation date to the 27th of the month, and will also include a month in advance. As a result, your initial bill may be higher than your regular monthly plan fee. After the first month, your bill will return to the standard monthly charge for your plan.

## Plan Changes

If you wish to change your plan during the billing cycle, the charges for the new plan will be added to your next bill. Please note that if you choose to downgrade your plan, any prorated charges from the previous plan will not be refunded. The new plan will take effect immediately, and the associated charges will be reflected in your subsequent billing statement. We recommend reviewing your plan options carefully to ensure it meets your needs before making any changes.

## Billing Information

You will be billed on the 28th of each month for the full monthly plan fee based on your selected plan(s). The billing period covers from the 28th of the current month through to the 27th of the following month. You will receive your bill via email approximately 3-5 days after the 28th.

## Payment Information

You can pay your monthly charge(s) by BPay, Credit Card, Australia Post Billpay, Cheque, Direct Deposit or Direct Debit, with payment due by the 15th of each month. To set up Direct Debit, please contact our Customer Support team.

If payment is not made by the due date, a \$10.00 late payment fee will be applied to your next bill. If you are experiencing financial hardship, please reach out to our Customer Support team to discuss available options.

## Priority Assistance

Priority assistance is designed to deliver the fastest response in the event of a service failure. Priority assistance is a service intended for customers who have a diagnosed life-threatening medical condition or who live with someone who does, as their safety may depend on having access to a fully operational phone/NBN service. Currently, we are unable to offer priority assistance. If you require this service, we recommend applying through a telecommunications provider that offers priority assistance. Telstra is a provider who can offer a priority assistance service.

## Fair Use Policy

You are required to comply with our Fair Use Policy and refrain from using your services in an unreasonable or fraudulent manner, or in a way that negatively impacts the integrity of the network. If you breach the Fair Use Policy, we may take action, including suspending or cancelling your service. You can view our Fair Use Policy on our website at [www.callnet.com.au/policies](http://www.callnet.com.au/policies)

## Special Promotions, Extras and Subscriptions

This summary doesn't include information on special promotions, optional extras, or subscriptions that you may access from time to time. Additional terms and conditions (including charges, changes and cancellation rights) may apply to such special promotions, optional extras, and subscriptions.

## Other Information

### Customer Service

We have an Australian-based team ready to assist you with any technical support, account queries, or sales questions. Our Customer Support team operates Monday - Friday 9am - 5pm.

### Complaints

If you are not satisfied with your service, you can follow our dispute resolution process. For more information, please view our Complaints Handling Policy at [www.callnet.com.au/policies](http://www.callnet.com.au/policies)

### Ombudsman

If you remain unhappy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be reached by calling 1800 062 058 or by visiting the TIO website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints)

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