

## Critical Information Summary

### NBN (Lite Plans)

## Information About the Service

NBN Broadband is the latest in residential fibre optic and wireless services, providing up to 100Mbps of speed. These plans are offered Bundled plans incorporating a telephony service.

### Service Requirements

NBN services require your premises to be connected to the National Broadband Network (NBN) in order for the service to operate. Please refer to [NBN Rollout Map](#) to check the progress of the rollout in your area.

You will also require an NBN compatible modem. A NBN modem can be obtained from ZettaNet at an additional cost. Refer to [www.zetta.net.au/support/purchase-new-hardware](http://www.zetta.net.au/support/purchase-new-hardware) for modem pricing.

### Service Availability

NBN services are not available in all areas or premises. Refer to our online Availability Check - <http://www.zetta.net.au/services/internet/nbn-broadband>

### Minimum Term

NBN services are available on a No Lockin (1 month) and 24 month contract term. 24 month contract term offers discounted connection fees. Early cancellation fees do apply.

## Information About Pricing

### Plan Fees

Plan Name	Monthly Quota (GB) (Peak/OffPeak)	Connection Speed (Mbps) Down/Up	Minimum & Maximum Monthly Charge	Total Minimum Price (No Lockin Contract)	Total Minimum Price (24 mth Contract)	Cost of 1GB Data within Monthly Quota
NBN Lite	50GB	12/1	\$49	\$269*	\$1176	\$1.020

\*Includes \$220 Setup fee.

- Upload data is not counted toward your Monthly Quota.
- No excess usage charges.
- Service shaping speed is 1Mbps once you have reached your monthly download quota.
- Phone handset is not included in the pricing.

## Phone Costs

Phone Costs	Per Call (Inc GST)
Local	\$0.093 per call
National	\$0.093 per call
AU Mobile /min	\$0.146 per minute
AU 13/1300 Calls	\$0.241 per call
AU 1800 Calls	\$ -
AU SMS /messages	\$0.11000
International Calls	From 3c min (View <a href="#">Simtex Full Calling Rate Card</a> )
Additional DIDs (Monthly)	\$1.95
Flagfall/Connection Fees (all call types)	\$0.00
Porting Fee (Number from existing Provider)	\$65.00
Complex Number Porting Fee (\$345.00)	\$345.00
Line Rental	\$0.00

## Other Fees

Other Fees	Unit (Inc GST)
Setup Fee (24 Month Contract)	\$0
Setup Fee (No Contract)	\$220
Incorrect call out	\$299
Order Reschedule	\$45
Cancellation Prior to Delivery	\$75
Plan Change Fee	\$29

Fax Line	Unit (Inc GST)
Fax to Email (Monthly)	\$9.95

## Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination and Plan Change fees.

## Other Information

### Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

### Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing [support@zetta.net.au](mailto:support@zetta.net.au) or calling 1300 139 550 between 6am and 6pm WST Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - [www.zetta.net.au/contact/](http://www.zetta.net.au/contact/)

### **Dispute Resolution Process**

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

### **Telecommunications Industry Ombudsman (TIO)**

If you remain dissatisfied by the solution provided by ZettaNet you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)