



Critical Information Summary

NBN Unlimited

INFORMATION ABOUT THE SERVICE

NBN Broadband is the latest in residential fibre optic and wireless services, providing up to 1000Mbps of speed. These plans are offered as 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. Services higher than 100/40 can only be delivered on limited NBN technology types.

You will also require an NBN compatible modem.

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 (Months)

Unlimited NBN services are available on a 1 month contract term.

Early Termination and Plan Change Fees

30 Days Cancellation Notice. \$29 plan change fee.

INFORMATION ABOUT PRICING

Plan Fees

Plan Name	Monthly Quota (GB) (Anytime)	Connection Speed (Mbps) Down/Up	Minimum & Maximum Monthly Charge	Total Minimum Price	Cost of 1GB Data within Monthly Quota
NBN U100	Unlimited	100/40	\$139	\$139	N/A
NBN U250	Unlimited	250/100	\$269	\$269	N/A
NBN U500	Unlimited	500/200	\$409	\$409	N/A
NBN U1000	Unlimited	1000/400	\$552	\$552	N/A

There are no excess usage charges. BYO modem/Router.

Other Fees

Other Fees	Unit (Inc GST)
Incorrect call out	\$330
Order Reschedule	\$95
Cancellation Prior to Delivery	1 month service fee



OTHER INFORMATION

Communications Alliance Broadband Education Package

This education package is intended as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. Please refer to: <https://www.commsalliance.com.au/BEP>

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 or calling 1300 139 550 between 8am and 5pm AWST Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - 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 using our Dispute Resolution Process, 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