



CRITICAL INFORMATION SUMMARY

NBN Plans

Information about the service

Fantel's NBN connection is delivered via the National Broadband Network (NBN) to the demarcation or the boundary point (first point of connection) at your premises.

NBN Performance and availability

Throughput speeds may be slower and may vary due to many factors, including but not limited to; location, hardware being used, congestion, line quality, time of day. This service is only available in certain areas.

Required Equipment

You will require equipment such as a router, gateway or modem to be able to connect to Fantel's NBN service. Please speak with the

Fantel Sales team to discuss the type of NBN compatible equipment required to connect to NBN. Eg. NBN HFC requires a router capable of using PPPoE with vlan tag support.

Customer Service Guarantee (CSG) Waiver

The service fees and charges including setup pricing are based on new customers agreeing to waive the CSG.

Minimum commitment term is 1 month.

Information about pricing

Download Connection Speed	Up to 12Mbps/1Mbps	Up to 25Mbps/10Mbps	Up to 50Mbps/20Mbps	Up to 100Mbps/20Mbps	Up to 100Mbps/40Mbps
Monthly Charge	\$65.00	\$75.00	\$89.00	\$99.00	\$109.00
Other Fees	<ul style="list-style-type: none"> Additional once off \$330 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Pre-configured modem routers available to purchase include shipping and delivery for \$295. 				
30 Days Termination Notice	If you would like to terminate your service with Fantel, you must give 30 days notice.				
Change of Speed Fee	Speed change of \$33.00				

Other information

Even if you choose a higher speed tier or purchase a speed boost, your NBN service can never go faster than the max line speed available at your premises. This is particularly relevant to those customers who will be connected by Fibre To The Node (FTTN) or Fibre To The Building (FTTB).

For FTTB & FTTN customers we can not confirm your maximum line speed until your service is installed and activated on the NBN network. This means we will only offer the Evening Speed tier once this information is available and if you are eligible.

If your NBN connection does not allow you to properly benefit from the speed tier you are on, we will provide you with your maximum line speed, once it's available along with alternative options.

Monitoring your usage

You may view your usage by logging into our member's portal. Access it from <https://my.fantel.com.au/>.

Billing

Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Each bill includes usage charges and the minimum monthly charge in advance.

A \$2.20 invoice payment and handling fee will be charged if you are not set up for automatic payment using a credit card.

Billing format is received via email and is issued at the beginning of each month around the 4th of every month for 1 month in advance.

We accept payment methods; Credit Card (preferred) & Direct Deposit. Pre-Payment will need to be made before orders will be processed.

Customer service details

For further assistance, please contact our customer service centre on 02 8332 3030 Option 2.

If you wish to make a complaint, please contact our complaints resolution team on 02 8332 3030 or lodge your complaint by emailing complaints@fantel.com.au.

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Fantel Pty Limited, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. Calling 1800 062 058; or
- b. Emailing to tio@tio.com.au; or
- c. Faxing to 1800 630 614; or
- d. By post to PO Box 276, Collins Street West, VIC 8007.