

# EXETEL "THE ONE" HOME BROADBAND PLAN

| MONTHLY DATA QUOTA | PLAN NAME | NBN SPEED TIER <sup>2</sup> | TYPICAL EVENING DOWNLOAD / UPLOAD SPEED <sup>1</sup> | NBN SPEED MAX. UPLOAD SPEED <sup>1</sup> | MINIMUM MONTHLY CHARGE | TOTAL MINIMUM COST (1 MONTH) |
|--------------------|-----------|-----------------------------|------------------------------------------------------|------------------------------------------|------------------------|------------------------------|
| Unlimited          | The One   | Homefast nbn                | 500/40 Mbps                                          | 50 Mbps                                  | \$80.00                | \$80.00                      |

<sup>1</sup> Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Exetel does not monitor or maintain. Exetel's the One nbn Plan is only available at FTTP and limited HFC technology locations. Wi-Fi connected devices may have slower speeds than Ethernet connected devices.

<sup>2</sup> Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at: [accc.gov.au/consumers/internet-landline-services/broadband-speeds](https://www.accc.gov.au/consumers/internet-landline-services/broadband-speeds)

## SERVICE DESCRIPTION

Exetel nbn Home Broadband services are a stand-alone internet only product which is provided over the nbn network.

### MINIMUM TERM

1 month with \$0.00 activation fee.

### EARLY TERMINATION CHARGE (ETC)

| PLAN    | MAXIMUM ETC |
|---------|-------------|
| The One | \$0         |

## OTHER NBN CHARGES

For a full list of nbn Costs and Charges you can view the nbn pricing schedule located at <https://exetel.com.au/terms>

## SERVICE AVAILABILITY & REQUIREMENTS

Exetel's the One nbn Plan is only available at certain nbn enabled FTTP and limited HFC technology locations (Excluding nbn Fixed Wireless areas).

If you require WiFi within your property, you will need an nbn compatible Ethernet WAN (**eWAN**) WiFi router for nbn Fibre-to-the-Premises (**FTTP**) (Also known as Fibre-to-the-Home (**FTTH**), or Hybrid Fibre Coaxial (**HFC**)).

## NBN SERVICE SPEEDS

For more information on factors that can affect speeds over the nbn network to the premises, you can visit the information at: About nbn speeds

## HIBERNATE

Hibernate will allow the service to be slowed down and Internet access speed will be limited to 12/1 Mbps. Hibernate credits of \$1/day will be applied for every full calendar day Hibernate is active. Hibernate can be triggered to start from the next day. Customers will need to enable and disable Hibernate via the Exetel mobile app.

## WARP SPEED

Warp Speed will increase "The One" from Homefast to the Home Ultrafast speed tier. The service will incur a \$1/day charge for every 24 hour interval warp speed is active. There are no pro rata fees applicable, a full day charge will apply. Warp speed can be activated at any time via the Exetel mobile app. If you stop Warp Speed before the 24 hour period ends it will stop immediately, but the \$1 charge still applies. Charges will be applied on the next month's payment.

## PRICING INFORMATION

All prices in this summary are inclusive of GST.

### SETUP FEES

| CONTRACT LENGTH | SETUP COST |
|-----------------|------------|
| 1 Month         | \$0        |

## NBNCO NEW DEVELOPMENT FEE & SUBSEQUENT INSTALLATION CHARGE

As of the 2nd of April 2016, NBNco have implemented a **\$300** 'nbn New Development Fee' to be charged on the first connection to a premises in an NBNco designated 'New Development Area'.

## BILLING

nbn Service(s) are charged for the full month in-advance and are non-refundable (Exetel does not offer pro-rata). Hibernate and Warp speed fees will be calculated and applied to the next month's payment.

## OVERDUE ACCOUNTS

If the overdue amount is not paid after being notified, Exetel may suspend or restrict your nbn Home Broadband Service(s).

## CREDIT CARD SURCHARGE

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. You can pay by PayTo to avoid these fees.

## CANCELLING YOUR PLAN

You can cancel your Exetel nbn Home Broadband Service at any time though you will be charged for the rest of your billing cycle. Hibernate and Warp speed fees will be calculated and a final invoice will be provided.

## PAYMENT

Acceptable payment methods include: Credit Card and PayTo. Exetel does not accept Cheque payments, or Bank Deposits.

## DATA & SPEED TIER PLAN CHANGES

### CARRIER GRADE NETWORK ADDRESS TRANSLATION (CGNAT)

Carrier-Grade Network Address Translation is a method of sharing a single unique public Internet Protocol (IP) address with multiple customer internet services. This allows internet providers to extend their pool of remaining Internet Protocol Version 4 (IPv4) addresses. There is no option to opt out of CGNAT.

## DYNAMIC IPV6

Exetel "The One" plan is provisioned with dual-stack support, enabling both IPv6 and IPv4 (via CG-NAT).

## STATIC IP

A Static IP address is not available with these Exetel services.

## OTHER INFORMATION

### DATA USAGE INFORMATION

Data usage is calculated with Downloads or Uploads. Exetel customers can obtain data usage information by downloading the mobile app

### ACCEPTABLE USE

Exetel nbn Home Broadband plans are intended and tailored for personal household use only. It is not recommended to use Exetel nbn Home Broadband services for corporate or business purposes.

### CUSTOMER SERVICE CONTACT

Our customer support team are ready to help you with any technical support, sales or account enquiries through live chat on the Exetel website or through the Exetel mobile app.

### COMPLAINTS AND DISPUTES

If you are not happy with your service, you can follow our dispute resolution process <https://www.exetel.com.au/lodge-a-complaint>. More details are available in our Complaints Handling Policy which is accessible at <https://exetel.com.au/terms>

### FURTHER INVESTIGATION

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at <https://www.tio.com.au/contact-us>

This is a summary only. The full legal terms are available at <https://exetel.com.au/terms>