



Exetel Home Secure

Information About The Service

With Exetel Home Secure, Exetel customers receive a network-based security service for their Exetel Home Internet connection. This service helps protect the Exetel customer and the many Exetel Fixed Line internet connected devices in their home against malicious Internet content and cyber-attacks.

Exetel **Home Secure** includes the following functions:

- **Web Security** - Up-to-date threat intelligence and in-line anti-virus scanning helps protect Exetel customers from malware such as crypto jacking, ransomware, and banking-trojans.
- **Anti-phishing** - Exetel customers are better protected from falling victim to online scams that direct them to malicious websites that mimic legitimate ones in order to steal online credentials and/or infect their device with malware.
- **Anti-bot** - Helps block bot "command and control" call-back requests in-line, based on up-to-date threat intelligence, rendering bot infected endpoints dormant. This is effective for both Exetel customer IoT devices and endpoint devices since most bots avoid the use of DNS.

Exetel **Home Secure** also includes a Web Content Filtering service that uses a real time global database of web categories to enable Exetel customers to apply an advanced web content filter to help block unwanted content being presented in their home via the Exetel **Home Secure** protected fixed line internet service. Exetel **Home Secure** can also centrally trigger the Safe Search feature of Google, YouTube, Bing and Yandex search engines on network connected devices.

Mandatory component of the service

Exetel **Home Secure** requires for its operation an active Exetel Fixed Line Broadband Internet service such as an Exetel nbn™, Fibre or ADSL service.

Minimum Contract Terms

Exetel **Home Secure**: No Lock-in

Limitations/Qualifications for the service

Exetel **Home Secure** is available in all areas and premises where an Exetel Fixed Line Broadband Internet service such as an Exetel nbn™, Fibre or ADSL service is available.

About Exetel Home Secure

Like all internet-based software services, Exetel does not provide any warranty of any kind with respect to the security solution or otherwise, including, without limiting, any implied warranties of merchantability or fitness for particular purpose. Exetel further does not warrant or represent that the security solution will always work uninterrupted, be compliant with national or international standards, secure, or error free. The customer acknowledges that the performance of the security web services may be affected by the acts or omissions of third parties and other causes reasonably beyond Exetel's control. In no event shall Exetel be liable for any incidental, special or consequential damages arising in connection with the customers use of the security solution.

Exetel recommends that the customer at all times follows safe on-line practises in line with the Australian Governments "Stay Smart Online" programme <https://www.staysmartonline.gov.au/>

Information About Pricing

Exetel **Home Secure** Service Price = \$6.00 Inc GST per month

Contract Term = Month to month

Bill Cycle = As per broadband service bill cycle

Pro rata charging is applied at the commencement of the Exetel **Home Secure** Service to catch-up to the customers Exetel fixed line broadband internet service billing cycle.

Service Activation = Immediate with pro-rata charge for days catch-up to broadband service bill cycle

Service Cancellation = Service will terminate at end of current broadband service bill cycle

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 Direct Debit from your bank to avoid these fees.

Cancelling Your Plan

You can cancel your Exetel **Home Secure** Service at any time without giving Exetel notice

Other Information

Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data and call usage for your Exetel services. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel Member Login Page:

<https://my.exetel.com.au/>

Exetel Customer Contacts

When contacting Exetel for assistance, there are a number of options to facilitate your enquiry;

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Exetel's complaint resolution team at complaints@exetel.com.au or call **13 39 38** and select **Option 1**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au/about-us/contact-us

Customer Service Details

Contact our Residential Sales Team on residentialsales@exetel.com.au or call **13 39 38** and select **Option 1** for more information about your service and to order. This is a summary only – the full legal terms for broadband services are available at <http://www.exetel.com.au/terms>