



## Other Fibre Broadband

### Plans pricing and data inclusions

Monthly Data Quota	Speed Tier <sup>2</sup>	Typical Evening Download / Upload Speed <sup>1</sup>	Speed Tier Max Upload Speed <sup>1</sup>	Minimum Monthly Charge	Cost Per GB	Total Minimum Cost (1 Month)
Unlimited	<b>Superfast</b>	<b>225/21 Mbps</b>	10-25 Mbps	<b>\$109.00</b>	-	<b>\$109.00</b>
Unlimited	<b>Power home</b>	<b>100/34 Mbps</b>	20-40 Mbps	<b>\$104.00</b>	-	<b>\$104.00</b>
Unlimited	<b>Family</b>	<b>100/17 Mbps</b>	10-20 Mbps	<b>\$95.00</b>	-	<b>\$95.00</b>
Unlimited	<b>Extra Value</b>	<b>50/17 Mbps</b>	10-20 Mbps	<b>\$87.00</b>	-	<b>\$87.00</b>
Unlimited	<b>Everyday</b>	<b>25/4 Mbps</b>	4 Mbps	<b>\$77.00</b>	-	<b>\$77.00</b>

<sup>1</sup>Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual 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. WiFi 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: [Broadband speeds | ACCC](#)

### Information About The Service

Exetel's Other Fibre Broadband Service delivers high-speed broadband internet over one of our partner networks' Fibre Optic Infrastructure to the Network Boundary Point at your premises. The network partner for this service will depend on your address. You can check the network that services your address on the Exetel website or by calling our Sales Team on **13 39 38**. Fibre services include Fibre-to-the- premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-Riser (FTTR) and Hybrid Fibre Coax (HFC) and Fibre-to-the-basement (FTTB) connections.

#### Mandatory component of the service

There are no mandatory components of the Exetel Fibre Broadband service. For FTTB, FTTR and FTTN connections, an in-place copper telephone line will be required from the MDF in your building basement.

Exetel Fibre Broadband services are supplied as pure stand-alone broadband service including a free VoIP Direct In Dial Number (DID) so you can either port your current home phone number to Exetel (if you have one) or we can assign you a new one. This VoIP service can be used to make and receive phone calls over your Exetel Fibre Broadband service. Call charges apply. If you cancel your Exetel Fibre Broadband service, access to your Home Phone (VoIP) service will be cancelled also.

#### Minimum Contract Terms

Broadband service: No Lock-in  
Optional Unlimited Home Phone: 1 month

### Limitations/Qualifications for the service

Exetel Fibre Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Exetel website to check your service availability or contact our Residential Sales Team on **13 39 38**. Customer Service Guarantee does not apply to the Home Phone service.

#### About Speeds

The speed tier for your service is the theoretical maximum speed of the access line connecting your premises to our partner network. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, please visit our website.

### Information About Pricing

#### Free activation

Where advertised as such the broadband activation fee only is free. Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Phone Line Activation Fee or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

## Optional add-on: Unlimited Home Phone Calls

This optional, add-on service allows you to make an unlimited number of untimed calls to the nominated destinations which is covered by the \$10 monthly cost of the Unlimited Home Phone (VoIP) Service. This cost is in addition to your broadband service. There is no activation fee for the optional Unlimited Home Phone service. Plan details are below:

Optional Unlimited Home Phone Call Pack	
Monthly Plan Charge Total Minimum Cost	\$10/mth
Untimed Local and 13/1300 Calls	Unlimited
Untimed National Calls	Unlimited
Mobile Calls	Unlimited
Untimed and Unlimited International calls to Landlines	UK, NZ, USA & Canada, Germany, France, Hong Kong, China, Japan, Singapore, India and Croatia
International Calls to Mobiles and non-included destinations	<a href="http://www.exetel.com.au/phone/voip-international">http://www.exetel.com.au/phone/voip-international</a>
Port number from PSTN	FREE
Static IP	\$5 per month per address

## 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 Other Fibre Broadband service at anytime by giving Exetel 30 days notice.

## Plan Change Fees

Changing plan is free. You can switch between Exetel Other Fibre Broadband plans, no more than once each month, without being charged an Early Termination or Plan Change Fee.

## Hardware

To ensure the optimum performance of, and levels of support for your service, Exetel strongly recommends the use of an Exetel supplied and approved modem.

## Static IP

Static IP addresses are charged at \$5 per month, per address.

## 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://www.exetel.com.au/myexetel>

### Exetel Customer Contacts

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

#### 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>

#### 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](http://www.tio.com.au/about-us/contact-us)

### Broadband Education

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package [website](#).