



Critical Information Summary for NBN Service

Netbay Super Fast NBN service

Information About The Service

The service:

The **Netbay Super Fast NBN** is an super fast Internet service deliver over NBN optical fibre network which includes monthly 150 GB download data allowance.

Bundling:

Customer premises must located within NBN optical fibre service ready area. Please contact us if you to find out more with regards to the service availability.

Mandatory components:

NBN Co will be installing a NBN utility box to the outside wall of your home at no cost, customers are required to have a NBN utility box fitted. Customer is required to have a NBN ready router for this service. The monthly service fee does not include the cost for NBN ready router. However, customer may purchase one from us at an additional cost. Please contact us for further information.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

If you exceed your 150GB usage allowance in a monthly billing period, you will be charged extra \$1 per Gigabyte where the maximum over data charge will be capped at \$100.

This service would have downstream line speed up to 12Mbps.

Information About Pricing

Monthly charge:

| Contract Length | Min. Monthly Charge | Max. Monthly Charge | Exceeding Download Charge* | Set-up Fee | Invoice By Email | Invoice By Mail | Re-provisioning Fee |
|-------------------|---------------------|---------------------|----------------------------|------------|------------------|-----------------|---------------------|
| 24 month contract | \$55 | \$155 | \$1/GB | \$0 | \$0 | \$3.3 | \$99 |

* Exceeding download quota will be charged at \$1/GB (capped at \$100)

Early termination charges:

If customer cancels Netbay Super Fast NBN prior to the end of agreed contract term when sign up. Customer will incur early termination charge of once off \$170 plus the remaining monthly cost of the agreed contract.

Other Information

Usage information:

You can monitor your usage at our website www.netbay.com.au when you login your Netbay account or by calling us on 1 300 733 215.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 733 215 or by sending an email to accounts@netbay.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>