

## Information about the service

### What is the service?

Net360's Fibre broadband service uses high speed fibre services to deliver broadband to your premises. This service is available in areas where Net360 Fibre is available. This service provides download speeds of up to 1000 Mbps and upload speeds of up to 1000 Mbps.

### Where is it available?

This service is only available within an select service areas. To find out the latest details on Net360 Fibre availability, please visit our website.

### What do I need to access the service?

Where applicable, Net360 will need to install equipment on the outside and inside (near a powerpoint) at your premises. A person over the age of 18 will need to be home for this appointment.

- You will also need a Net360-approved modem (see "modem fees" below)
- Your copper phone line may be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your home are disabled

### Billing and Minimum term of the service

This is a prepaid service.

This service is month-to-month with no fixed term

## What is included?

### Home Phone

A home phone service is not included with this service and must be bundled separately.

### CSG Waiver

The standard monthly charge and setup pricing stated in the information about pricing section are based on new customer agreeing to waive the Customer Service Guarantee (CSG)

### Do I have to bundle anything with this service?

Bundling is not compulsory. You can opt to bundle your home phone or any bolt-on features that we offer. Once a service has been bundled you cannot separately cancel either component unless outside of contract. Cancellation will cease both services.

### Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill within 30 days, you are abusive to staff or breach our "fair use" policy.

### Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Net360. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### Connection Charge

A charge of \$350 may also be payable. We will inform you upon signup if this fee may apply.

## Information about pricing

### Summary of Charges

Plan	Net360 Fibre broadband (1000 Mbps)
Download connection speed	1000 Mbps
Upload connection speed	1000 Mbps
Monthly Charge	\$79
Monthly Data Quota	Unlimited
Static IP	Yes
Minimum Term	1 Month
Early Termination Charge	\$0

### Other possible costs

- If you bundle your broadband service with other features, your monthly costs may be different. For full terms and conditions please see the relevant critical information summary.
- Additional fees may apply for missed appointments, professional installation services, no-fault-found callouts and incorrect callouts. Please see the additional fees schedule for more information.
- Prices on this critical information summary are inclusive of GST.

## Customer Support

### Technical Support

Email: [support@net360.com.au](mailto:support@net360.com.au)

Phone: 1300 638 360

### Customer service

Email: [support@net360.com.au](mailto:support@net360.com.au)

Phone: 1300 638 360

## Complaints Handling

If you have a dispute with Net360 and wish to make a complaint, please contact Customer Relations, a specialist complaint resolution team, by emailing [support@net360.com.au](mailto:support@net360.com.au)

## Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <http://www.tio.com.au/making-a-complaint>.