

Tasmanet nbn™ – Home Internet

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

nbn™ Fibre is part of the National Broadband Network internet service which uses the nbn optical fibre access network to deliver internet connection to your premises using (FTTP (Fibre to the Premises), FTTB (Fibre to the Building), FTTN (Fibre to the Node), FTTC (Fibre to the Curb) or HFC (Hybrid Fibre Coaxial) technologies.

AVAILABILITY AND REQUIREMENTS

This service is available to all eligible customers in a NBN Fibre service area. This service is not dependent on any bundling of services. You can check availability on [nbn@rolloutmap | nbn \(nbnco.com.au\)](mailto:nbn@rolloutmap.nbnco.com.au)

If your premises are in a NBN Fibre service area but are not already connected to the NBN, the installation will include running a fibre-optic cable from the street to a small box on the outside of your house (the Premises Connection Device). The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device (NTD), which looks like a broadband modem. There will also be a separate power supply box.

FTTP: The NTD provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises, you will require an NBN ready Wireless Router. FTTN requires a VDSL router with VLAN 100. HFC requires Ethernet Router with VLAN 100.

To gain the full benefit of the NBN Fibre speeds you should have an NBN ready router. TASMNET can supply you with an NBN ready router at an additional cost or you can provide your own NBN ready router. For more information, please contact your sales representative on 1300 792 711.

MINIMUM TERM

Tasmanet nbn™ Home Internet services have no lock in contracts.

IMPORTANT CONDITIONS

nbn™ supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit; first battery; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port.

Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

INFORMATION ABOUT PRICING

All usage is subject to the Fair Use policy. All dollar values include GST unless otherwise stated. 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. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Monthly Plan Charges

Home Plan	Typical Home Speeds	Data Allowance [#]	Monthly Plan Charge	Total Minimum Charge [^]
Home Basic 12/1	11/.84 Mbps	Unlimited	\$52.50/month	\$52.50
Home Basic Plus 25/10	24/8 Mbps	Unlimited	\$63.00/month	\$63.00
Home Standard 50/20	48/17 Mbps	Unlimited	\$94.95/month	\$94.95
Home Fast 100/20	96/16 Mbps	Unlimited	\$94.95/month	\$94.95
Home Fast Plus 100/40	96/33 Mbps	Unlimited	\$99.95/month	\$99.95
Home Super-Fast 250/25	240/21 Mbps	Unlimited	\$109.95/month	\$109.95

SERVICE CANCELLATION AND EXIT FEES

There are no cancellation charges that apply to these plans. All plan cancellations require 30 days' notice in writing. Any outstanding billed and unbilled charges will be payable.

Cancelling your Field Solutions service may also result in a cancellation of any other Field Solutions products you have purchased that are only available when bundled with a Field Solutions Service. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

SETUP FEE

There is no set up fee for service.

GST

All dollar values in this Critical Information Summary include GST unless stated otherwise.

OTHER FEES AND CHARGES

In accordance with our Terms and Conditions, Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Decline Fee, Sim Card Replacement fee, Hardware Replacement Fee. Refer to the Field Solutions Service Terms at: www.tasmanet.com.au/legal

The TasmaNet Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The TASMASET Acceptable Use Policy is available to our website www.tasmanet.com.au/legal

NEW DEVELOPMENT FEE

nbn™ may charge a \$300 "new development fee" for the cost of delivering a connection/s to a new premises/development or dwelling.

EXCESS USAGE

No excess usage charges apply to these plans.

OTHER INFORMATION

INVOICES AND PAYMENT

TasmaNet nbn™ Home Internet services are billed monthly in advance. Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy. Full TasmaNet Terms of Service are available at www.tasmanet.com.au/legal.

CUSTOMER SERVICE

You can contact our Service Desk on 1300 792 711 or by emailing servicedesk@tasmanet.com.au. Service Desk operating hours and service status updates can be found at [Support | TasmaNet](#). Fault notifications lodged outside of Service Desk operating hours will be actioned when the next business day commences unless a customer has purchased an optional enhanced Service Level Agreement (eSLA)

DISPUTE RESOLUTION PROCESS

If you are dissatisfied with your service, you can contact us on servicedesk@tasmanet.com.au or follow the dispute resolution process outlined at [Support | TasmaNet](#)

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of the dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at www.tio.com.au.