



Critical Information Summary

Information about the Service

Aznet's NBN Home Bundle Plans are designed to provide Residential Phone and Broadband services over the National Broadband Network (NBN).

Equipment

AZnet Modems are suitable for FTTP (Fibre to the Premise), FTTN (Fibre to the Node), HFC network and NBN Fixed Wireless. AZnet modems can be purchased for a nominal charge of \$119.00 inclusive GST and Postage.

Incompatible Equipment - AZnets NBN phone service will in most situations, support a wide range of devices however, particularly with older equipment based on analogue technology i.e. back to base alarms, faxes, etc there maybe instances of non-compatibility. Please refer to your manufacturer for any compatibility issues.

Exclusions - AZnet's NBN Phone service will only operate in NBN enabled areas and is conditional on our supplier having network coverage. This plan is subject AZnet's Acceptable Use Policy http://Aznet.net.au/files/AZnet_acceptable_use_policy.pdf If you have any concerns about the plan we are providing, please contact us as soon as possible. Phone Service during a Power Outage. During a power failure your AZnet NBN phone will not operate nor will you be able to make or receive calls, including emergency calls i.e. 000. Further, AZnet NBN phone plan will not support Priority Assistance. E.g. Medi Alert. If you have a requirement to use an alarm service that is dependant on the availability of a Phone service, it is paramount that you consider the provision of a suitable Battery backup unit for use in the event of a power outage. AZnet does not supply a battery backup with the power supply. Further information is available on www.nbnco.com.au/battery

Minimum Term and Pricing

There is no minimum Contract term for NBN Phone or Bundle services. A one-time connection fee of \$59.00 is applicable on sign up for a new NBN service. No Charges are applicable for NBN plan/speed upgrade, conversely if you were to down grade your existing plan/service then a charge of \$49.00 would apply.

Information about Pricing

Data Allowance, Speed & Charges.	60GB	250GB	Unlimited
Entry * 5Mbps to 12Mbps Setup \$59.00	\$29.88 per Month (\$0.50c per GB)	\$38.88 per Month (\$0.16c per GB)	\$48.88 per month
Cost in the 1st month	\$88.88	\$97.88	\$107.88
Regular * 15Mbps to 25Mbps Setup \$59.00	\$39.88 per Month (\$0.66 per GB)	\$48.88 per month (\$0.20c per GB)	\$58.88 per month
Cost in the 1st month	\$98.88	\$107.88	\$117.88
Prime * 25Mbps to 50Mbps Setup \$59.00	\$49.88 per month (\$0.83 per GB)	\$58.88 per month (\$0.24c per GB)	\$68.88 per month
Cost in the 1st month	\$108.88	\$117.88	\$127.88

Please note that actual speeds may deviate from the designated plan due to a number of factors but not limited to hardware, software configurations, No of devices connected and content that is being downloaded.

*The Entry speed plan has max upload connection speed of 1Mbps.

*The Regular plan has an upload load speed between 1Mbps / 5 Mbps.

*The Prime plan has an upload load speed between 1Mbps / 20 Mbps.

NBN Phone Packages - options			
Phone Plan	NBN Basic	NBN Enhance	NBN * Premium
Monthly charge	\$00.	\$9.95	\$19.95
Local calls	22 cents per call	<i>included</i>	<i>included</i>
National Calls	22 cents per min	<i>included</i>	<i>included</i>
Mobile Calls	30 cents Per minute	30 cents Per minute	<i>included</i>
13/1300 numbers: 35 cents per call.			
Flagfall fee of 33 cents applies for all national and mobile calls except unlimited local/national and mobile.			
Calls to mobiles are only for Australian mobiles.			
Click the link for the International Rate Schedule. http://Aznet.net.au/nbn-international-rates.html .			

NBN Development Charge -As of 1st April 2016, NBN Co has implemented a Development charge of \$300.inc GST for new sites that they are classify as "New Development. AZnet, during the provisioning process will advise you of your site classification and you will have the option to proceed with the order.

Customer Service Guarantee

AZnet NBN Bundle/Phone plans are optimise to represent the best possible value and as such, it is a condition in accepting this service that you agree to waive CSG. (Customer Service Obligation) as pertaining to NBN Phone service. (AZnet NBN Phone /VoIP services under this clause are designated as a standard Telephony service.)

For further information contact AZnet Sales on 1300 036 888.

For full details of the Telecommunications Act - CSG Click here. <http://www.acma.gov.au> or alternatively, call contact AZnet Sales on 1300 036 888.

Billing information

AZnet will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Plan provides exemptions. I.e. the Super NBN Phone Plan which is unlimited Local, National, and Mobile calls within Australia. AZnet will charge you for additional features used for example Chat Services, 1900, 123 Sensis...Etc. The first Billing invoice will be a pro-rata from the date that you joined AZnet and a month in advance for the I NBN Bundle plan charges. Call charges are for the month of billing. For example, the calls you have made in May are sent as the May invoice which, is forwarded to you on or about June11th. Monthly charge for the NBN Home Bundle Plan is the sum of the Phone Package option and Data plan. There is no Minimum term charge

AZnet's call center is situated in Australia and is available six days a week during the following hrs:

- 9- 00am to 7 - 00pm Weekdays (AEST)
- 10 - 00am to 2 - 00pm Saturday only

Customer Sales Enquiries

- 1300 036 888
- +61 2 9344 1650 (Outside Australia)
- Fax number 02 9314 1717

Liability -Under the Competition and Consumer Act 2010 (Cth) and other Laws we accept our liability to you for any breach of term, condition or warranty or remedy implied by the Competition and Consumer Act 2010.

AZnet NBN services, (except where specifically stated) are solely intended for your personal, household or residential use.

AZnet does not accept liability to you for any losses that result from the use of our service in the running of a business. In particular, we are not liable for all direct, economic, consequential or indirect losses, expenses, damages and costs incurred by you in operation of our service or any failure to supply or delay in supplying that service.

Further, we are not responsible or liable for any indirect consequential damages, economic damages including without limitation, loss of income, loss of profit or loss of business opportunities.

We limit our liability in all situations Residential/Business for all claims arising from interruption, delay of supply, delay of provisioning, failure of operation , consequential damages (lost profits, or business or indirect loses) to refunding the monthly price of the goods or service in respect of the period when the breach occurred.

Alternatively providing a replacement/repairing of those goods or services where it is fair and reasonable to do so.

Nothing in this limitation of liability shall exclude liabilities not permitted to be excluded by applicable Australian or State or Territory of Australia Laws where you reside.

The liability terms of this agreement survive termination of these terms and service.

TIO Contact Details - If you are not satisfied with our complaint handing process and you have communicated your concerns with AZnet you have the option to seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or PO Box 276, Collins Street West, VIC 8007.

The full terms and conditions for this service are available at <http://Aznet.net.au/terms-and-conditions.html>