



Telecommunication Network Provider.

Terms and Conditions. (NBN BUNDLE PLANS)

Please note that AZnet "Terms" are in a summary format only and need to be read in conjunction with AZnets: Acceptable Use Policy and AZnets Terms and Conditions.

The Terms page is a summary only, for further information please call AZnet Sales on 1300 036 888.

- All plans and costings are inclusive of GST.
- This Service is billed a month in advance.
- This service is not necessarily available in all areas.
- In a bundle offer, the contract period for NBN Broadband/Phone is the same. I.e. Mth to Mth or 24 months.
- Payment option available include Direct Debit, Credit card, BPay, Selected Banks and the Post Office*. (Payments made at the Post Office do incur a surcharge of \$3-30 per payment.)
- 30 Days notice required for cancellation. Early cancellation fees do not apply.
- If NBN Co deems your residence as a New Development site then there is a charge of \$300 Inc, of GST applicable. During the provisioning process you will be advised if this classification is applicable.
- Connection time is dependant to what extent NBN Co has completed the pre provisioning criteria. However, once the order is submitted we will be able to respond with a pre approved installation date.
- Flag fall charge of 30 cents applies to all calls except local.
- 13/1300 numbers: 35 cents per call.
- Timed calls are billed in 60-second increments.
- Standard call charges for International are available at <http://AZnetbb.com.au/rates.html> .
- A one-time connection fee of \$59.00 is applicable on sign up for a new NBN service.
- Data usage is counted in gigabytes where 1 Gigabyte (GB) = 1000 megabytes (MB).
- Unused data at the end of the month is forfeited.
- Uploaded data from your NBN service is not metered.
- Please be aware that in the event of a power failure, your AZnet NBN phone will not work nor will you be able to make emergency calls.
- AZnets competitive NBN phone charges are based on the premise that the Customer agrees to waive the Customer Service Guarantee. For further information please call AZnet Sales on 1300 36 888.
- If you exceed the current allocated data plan your speed may be shaped to 256Kbps for the rest of the duration of that Billed month.
- There are no charges for upgrading a NBN plan or speed, however if you were to downgrade your existing plan then an once off charge of \$49 would apply.
- **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.**