

## Information About the Service

NBN is a broadband service for delivering high speed Internet to Australian residential and businesses. NBN is only available in NBN enabled areas as defined on the NBN Co. website - <http://www.nbnco.com.au>

All NBN services are available in 1, 12 or 24 month terms. If you elect to cancel the term when signed up to a 12 or 24 month term an early termination fee will be payable.

### What is Included:

- High Speed Internet service via Fixed or Wireless NBN

### What is not Included:

- Router
- Dishonour and late payment fees
- Telephone service

### Important Restrictions:

- NBN must be activated in your area

### Important Qualifications:

- Requires available NBN port
- Subject to NBN being available in your area

### Fair Use:

The fair use policy applies to this service, for detailed information please see -

<https://url.net.au/fair-use-policy.pdf>

## Information About Pricing

### Setup Fees:

Setup fees vary depending on the length of contract:

- 1 month term - \$160 up front and once off
- 12 month term - \$55 up front and once off
- 24 month term - Included

### Minimum Monthly Fee:

Plan	Monthly Data (GB)	Monthly Charge	Setup Fee	Minimum Term (Months)	Total Minimum Cost	Unit Cost 1GB of Included Data
50/20 with 210GB Traffic (1 Month Term)	210	\$69	\$160	1	\$229	\$0.23
50/20 with 210GB Traffic (12 Month Term)	210	\$69	\$55	12	\$883	\$0.23
50/20 with 210GB Traffic (24 Month Term)	210	\$69	\$0	24	\$1156	\$0.23
50/20 with Included Traffic (1 Month Term)	Included	\$79	\$160	1	\$239	N/A
50/20 with Included Traffic (12 Month Term)	Included	\$79	\$55	12	\$1003	N/A
50/20 with Included Traffic (24 Month Term)	Included	\$79	\$0	24	\$1896	N/A
50/20 with Included Traffic 4G Backup service with 5GB of data (1 Month Term)	Included	\$89	\$160	1	\$249	N/A
50/20 with Included Traffic 4G Backup service with 5GB of data (12 Month Term)	Included	\$89	\$55	12	\$1123	N/A

All prices include GST and are valid as of 27/08/2018.

## Critical Information Summary: SuperFast up to 50Mbps

50/20 with Included Traffic 4G Backup service with 5GB of data (24 Month Term)	Included	\$89	\$0	24	\$2136	N/A
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- *Monthly Data = Uploads and Download combined, 1000MB of data = 1G*
- There are no excess data fees, when you reach your monthly data limit your service will have the speed reduced to 128kbps for both uploads and downloads.
- If required a single static IP address (/32) can be assigned if required.

### Service Cancellation

If you wish to cancel your service before the end of the term. The following early termination fees will apply:

- \$11 x number of remaining months
- Decrease data allowance- \$27.50 NB: Where a plan change to a higher data allowance is processed, there is no plan change charge. All plan changes result in a re-start of the Minimum Term.

### Other Information

This is a summary only. For full product details, including all fees and charges please visit:

<http://www.url.net.au/services/nbn-plans/>

### Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

### Usage Information

You can always keep track of your download usage by visiting <https://dashboard.url.net.au> and selecting the "Data Usage" link. This will display your current month's Data Usage which is updated daily.

### We Are Here to Help

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

### Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting:

<http://www.url.net.au/legal/>

### Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)

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