

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

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 1MB of Included Data
NBN 12/1 access speed (1 Month Term)	10	\$44	\$160	1	\$204	\$0.005

- *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.

All prices include GST and are valid as of 28/10/15.

Service Add On:

- Additional - 200GB of Monthly Traffic (210GB total) - \$8 extra per month
- Additional - 500GB of Monthly Traffic (510GB total) - \$13 extra per month
- Unlimited Monthly Traffic - \$19 extra per month
- Upgrade to 25/5, 25 megabit down, 5 megabit up – Add \$13 per month
- Upgrade to 100/40, 100 megabit down, 40 megabit up – Add \$35 per month

Service Cancellation

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

- 12 Month Term - \$100
- 24 Month Term - \$120

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://billing.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
- 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

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