

# Critical Information Summary



**Enterprise: \$190 per month. Unlimited Data on 50/20 Mbps and 3 Leased Handset**

## Information About The Service

### The Service:

The Plan is an nbn™ broadband internet service offering high speed internet access on a speed plan of 50/20 Mbps. Additionally, included in this plan is:

- Unlimited Data allowance each month.
- 3 leased phones

Call charges for local, national and Australian mobiles are included. Optional modems are also available at an additional cost.

### Mandatory Components:

You will require an nbn™ ready modem for this service which supports your connection type (FTTN needs a VDSL compatible nbn™ modem, FTTP needs a general nbn™ ready modem). The monthly plan fee or total minimum cost does not include the cost for a modem/router but you may purchase one from us at an additional cost.

**Minimum Monthly Charge: \$190 per month**

We recommend checking the modem manufacturer compatibility features if you intend on keeping your existing modem. All VoIP phone connections will need a VoIP compatible modem. The monthly plan fee or total minimum cost does not include this. Please contact us for further information.

### Minimum Term:

The service is available with a minimum term of 0 month, 12 months or 24 months contract.

### Important Conditions:

This service may not be available at your location. Please go to our website [www.frankston.it](http://www.frankston.it) or call us to find out if you can be connected to this service at your location. If your FTTN or FTTP connection is identified as a coexistence region, the actual speed available on the nbn™ may differ due to coexistence of the copper and fibre networks, contact us for further details. This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us if you require a Static IP.

Contact Term	Monthly Plan Cost (inc GST)	Upfront Once Off Connection Cost (inc GST)	Monthly Included Data Allowance	Minimum Total Cost (inc GST)
0 month contract	\$190	\$974	Unlimited	\$1164
12 month contract	\$190	\$394	Unlimited	\$2674
24 month contract	\$190	\$49	Unlimited	\$4609

### Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to make calls on the line provided that is not included in your plan. The maximum monthly cost is also dependent on if you have ordered an optional modem on your account.

needs to be paid before order is processed. The monthly recurring charge will be billed from the day your connection is activated. Your bill will show the full plan details. Any Bizphone additional phone call charges are billed on a monthly basis, for the prior month's usage.

### Billing:

The figures shown in this summary are for a full billing cycle (month). Any upfront fees and/or connection costs associated with your service

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## Phone Calls made on the Bizphone

Phone Line Usage Type	Amount (inc GST)	Included in your Plan
Calls to Local	12c per minute	included
Calls to National	17c per minute	included
Calls to Mobile	35c per minute	x
Calls to International	As per International Calling Rates	x
Calls to 13/1300	35c per call	x
Calls to 1800	Free	x
Calls to Community 1100,1194, 1196	60c per call	x

See international calling rates for details for individual countries and prices per minute.

### Upgrading Plans:

You can upgrade plans at any time, a once off service modification fee may apply and your recurring monthly service fee may change accordingly.

### Early Termination Charges:

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge. If you withdraw an order for service after acceptance, an order withdrawal may be applicable. Should you no longer need the service, please contact us to calculate the contract balance payable.

### Installation

Unless already connected, the nbn™ may need to install its equipment in your premises. Standard installations of nbn™

equipment is done without charge to you. An additional once off \$330 nbn™ New Development charge applies if your premises is identified by the nbn™ as being within the site boundary of a new development.

If using your own modem please refer to your modem manufacturer instructions or alternatively we can provide you with the general configuration advice. GoInternet does not provide any support for on premise hardware, however on request this can be provided for a charge. Installation of modem and other configuration that not provided by the nbn™ during standard installation will remain the responsibility of the customer. You will be sent the relevant connection details according to your service. All requested technical support and installation is a minimum charge of \$225.00 for new services or fault troubleshooting and rectification.

## Other Information

### Usage information:

You can monitor your usage at <https://frankston.it> via logging in to 'My Account'.

A fair use policy applies to all 'Unlimited' data plans. View our '[Acceptable and Fair Use Policy](#)' for further details.

### Enquires, feedback and complaints:

We are committed to delivering you with service excellence. Please contact us if you have any questions, would like to give feedback or complain.

### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. This summary does not reflect any discounts or promotions which may apply from time to time. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of March 2018.