url networks
stress-free telecommunications

# Critical Information Summary: Home Ultrafast IncludedGB (Layer 3, 12 Month Contract)

## Description of the Service

Broadband internet service via the nbn

## Plan Summary

| | |
|---|---|
| **Minimum monthly charge** | $149.00 |
| **Maximum monthly charge** | $149.00 |
| **Maximum early termination** | |
| Remaining Number of Months x Monthly Fee, Less 10% | |
| **Total minimum cost** | $1,788.00 |
| **Minimum term applicable** | 12 Months |
| **Typical evening speed** | 95 Mbps |

## Information About the Service

### What is the service?

nbn™ is a broadband service for delivering high speed Internet to Australian residential and businesses via fixed line infrastructure such as fibre-to-the-curb, fibre-to-the-premises, fibre-to-the-node, fibre-to-the-basement or HFC.

This service is not available in all areas, please visit - [ http://www.nbnco.com.au] to see if your address is available.

### What is required to use this service?

- You will need an address listed as being nbn™ ready
- You will need an nbn™ capable modem/router to access the service. In some cases nbn™ may need to install equipment at your premises, in some cases, a power point will be required and you will need to have approval from the building owner for the works to be completed.
- If the premises are in a multi-dwelling building nbn™ may require access to common areas such as the MDF
- If your connection is FTTN or FTTC the copper phone line in your premises will be taken over, if this is currently used for telephone then the phone number will need to be ported to a VoIP service - please see [ https://url.net.au/services/cloud-hosted-pbx] for more information
- For FTTN/FTTC/FTTB service you will require an active phone line if you do not have one an additional fee of $299 will apply.

### What is Included

- Static IP Address
- Included data when using the nbn™ service

### What is not Included

- Hardware (e.g. Router or Modem, we can supply equipment if required, a quotation will be sent to you).
- In cases where FTTN & FTTC is used additional internal cabling or “MDF Patching” might be required, if deemed required an external 3rd party such as an electrician will need to be engaged at the customer’s expense.
- Dishonour and late payment fees
- Address transfers, if you move to another premises a new service will be ordered and your current service will be terminated and may cause a termination fee.

### Important Qualifications

- We may suspend or cancel the service if:
- You do not pay your bill
- Breach our fair use policy - https://url.net.au/fair-use
- You are abusive to our staff

*All prices include GST and are valid as of 22/10/2023.*

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## Information About Pricing

### Monthly charges:

| | |
|---|---|
| **Maximum Download Speed** | 1000Mbps |
| **Upload Speed** | 50Mbps |
| **Month Data Allowance** | Unlimited (in accordance with our Fair Use) |
| **Monthly Fee** | $149.00 |
| **Plan Shape Speed** | 128Kbps |

### Other Potential Costs

- If you don't have a router or modem one can be supplied, there will be an additional outright cost for this. We will provide you with a quote for the type of service you have.
- You will need to pay for your own internal cabling if required
- In some cases, your address may be classed as a subsequent install. When this happens there is a $299 new line fee, we will advise you of this before commencing with the install.
- If you wish to downgrade your plan to a slower speed, this will be deemed a termination and an early termination fee will apply.

### New development fee

The nbn™Co may charge a $300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

## Other Information

This is a summary only. For full product details, including all fees and charges please visit: 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 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
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Internet: url.net.au
- Mail: PO Box 138 Gisborne, VIC. 3437

### 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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