

CRITICAL INFORMATION SUMMARY

For VostroNet Internet Services

myowntel.net.au | [133 002](tel:133002) | support.myowntel.net.au



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your Fibre Internet plan. It covers things like the length of your contract and how much you need to pay each month.

What's Included and Excluded?

Your Internet service includes:

- **1 x Dynamic IP Address (+\$10/month for a Static IP)**
- **Configured on your chosen speed tier, per below**
- **Unlimited monthly data allowance**

Minimum Term

These plans are available on a month to month or 12-month contract.

Plan Limitations

These plans are limited to customers whose premises are connectable to the VostroNet FTTP network. Not all speed tiers are available everywhere. Enter your address on our website to see which speeds are available at your location.

INFORMATION ABOUT PRICING

Plan & Speed Tier	Monthly Charge	Minimum Cost over Term (months)	Activation Charge	Included Router
Silver 50/20	\$79.00	1: \$79.00 12: \$948.00	FREE	1 Month: N/A
Gold 100/20	\$99.00	1: \$99.00 12: \$1,188.00		12 Months: TP-Link VR400 [#]
Emerald 250/25*	\$129.00	1: \$129.00 12: \$1,548.00		
Diamond 1000/50*	\$149.00	1: \$149.00 12: \$1,788.00		

*Some speed tiers are only available in limited areas and are subject to service qualification. #The free router may not be suitable for the n1000 speed tier. We recommend purchasing a higher-performance router to make full use of the faster speed tiers. Router model may also be substituted for another, pending stock availability.

VostroNet Specific Charges

The following charges may also be applicable for services connected to the VostroNet network. We will advise you before connecting your service, should these apply.

- **New Development Charge: \$330**
This charge may apply if your premises is identified by VostroNet as being within the site boundary of a new development (including, but not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address).
- **Complex Installation Fee: \$220/hr (business hours)**
This charge may be applicable where there is insufficient infrastructure available, or when the installation is deemed non-standard. +\$110/hour surcharge applies after hours or if requested as an Emergency install.

Early Termination

Should your service be cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be \$20 per line, channel or service multiplied by the months remaining in the minimum term agreement, plus the relevant installation fee for the service (where such installation fee was waived or credited as part of the fixed term agreement) and/or relevant charge for any hardware waived or subsidised as part of the fixed term agreement.

Pricing and Promotions

All prices listed herein include GST and do not factor any promotional discounts we offer from time to time.

Other Charges

- **Relocations: \$99 Fee & recontract of your existing term**
Please note: No guarantees are provided that the service you are signing up for is available for relocation to another address. If you relocate and the service is not available at your new address, Early Termination Fees may apply in-line with your agreement.
- **Pre-Delivery Withdrawal Fee: \$150**
This applies in the event an order is withdrawn after the order is submitted but not yet activated on the NTU, regardless of contract term. Any hardware device provided free of charge must also be returned to MyOwn Tel in an 'as new' condition at your own cost, or the full retail cost of the device will be charged in addition.
- A non-exhaustive list of other carrier fees we pass on can be found at <https://www.myowntel.net.au/carrier-fees/>

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OTHER INFORMATION

Fibre Internet Speeds

Plan/speed tier configuration changes may be requested once per month. No charges apply to upgrade your service, however downgrades attract a charge of \$69. Speed downgrades within the Minimum Term are permitted.

The speed tier on which your service is configured indicates the maximum possible speed (Mbps) you can receive off-peak. Any typical busy period speeds mentioned indicate speeds you can expect during busy periods (7pm-11pm). They are not guaranteed minimum speeds. Typical busy period speeds can be found on our website.

Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your computer. Transmission overheads and network congestion may also impact speeds during peak usage times.

Some speed tiers may be unavailable for configuration at certain locations. While you can search for your address on our website to see speed tier availability, this will be confirmed prior to connection to ensure we provide only the best customer experience.

Use of Network Rules

Commercial Use, Business Use, Resale, on-selling, bundling, sharing or external access (including free Wi-Fi stations under accounts) is not permitted.

Broadband Education

Please refer to the Communications Alliance Broadband Education Package, available at: <https://www.commsalliance.com.au/BEP>

Equipment

You may use your own modem/router provided it is compatible with our service. This means, however, that you will be responsible for the configuration of the device. Ask us for information on approved or recommended networking devices for purchase.

Connection Timeframes

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your service within two to five working days.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Bills will be emailed as part of our commitment to protecting the environment.

We're here to help

If you have any questions, call us on 133 002 so we can serve you better or visit us at www.myowntel.net.au for additional information, including access to information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.myowntel.net.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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Pricing and information listed is accurate as of 14th July 2022.