

NBN Assure

Information About the Service

This service is a Business NBN service with 4G Failover providing Internet access to the customer's premises. This product is available wherever access to the NBN network and Optus 4G network is available. NBN Assure plans are available nationwide utilising FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technologies as well as the Optus 4G Mobile Network. Contract terms available are 12 and 36 months.

The monthly plan fees include Internet access to the customer's premises via the NBN Network, a static IP address, Optus 4G Mobile SIM and hardware purchased or supplied by Vonex.

Bundling Arrangements

This service is not conditional on any bundling arrangements, but Vonex does provide other telco services that can be included on one bill. Discounts are offered if this service is bundled with an eligible Vonex VoIP product.

Mandatory Components and Conditions

Compatible hardware is required to use the service and must be supplied by Vonex. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. In FTTC, FTTP and HFC areas, some equipment that is owned by NBN Co will need to be installed in your premises, if it isn't already, and a 240-volt power supply will be required.

Internal cabling is the customer's responsibility and cost. Insufficient cabling beyond the network boundary point may delay provisioning of the service. The service will not function in the event of a power failure unless you install an Uninterruptible Power Supply (UPS) to provide power to all equipment associated with using the service.

The selected speed tier is the maximum possible download/upload speed (Mbps) that is available during off-peak periods. Actual speeds may be slower for a variety of reasons including congestion, location, local conditions, hardware, software and general traffic. A plan change may be requested at any time.

Information About Pricing

Plan	Monthly Fee	Bundled Monthly Fee	Included Data	Speed Tier (Mbps)	Hardware Fees		Minimum Total Charge		Minimum Total Charge Bundled	
					12 Months	36 Months	12 Months	36 Months	12 Months	36 Months
Business	\$175	\$170	Unlimited	50/20	\$50	\$0	\$2150	\$6300	\$2090	\$6120
Premium	\$190	\$180		100/40			\$2330	\$6840	\$2210	\$6480

Notes:

- 1 QBR point for every \$1 spend on monthly fees apply to 36 month contract terms. Bonus QBR points are not available with this service.
- No establishment fees apply but hardware fees are mandatory with this service. \$50 modem fee applies to 12 month contract terms.
- Service and plan availability is dependent on service qualification.
- Bundle discount is only available when bundled with an eligible Vonex VoIP service.

At the end of the contract term, the Vonex monthly charges will continue at the same rate.

If a non-standard installation is required, the costs quoted by NBN Co will apply. If a new or inactive copper pair is to be activated or installed, a \$299 installation charge may apply. If an additional NBN Connection Box is required, a \$270 subsequent installation charge may apply. If it is the first NBN connection at a new development site, a \$300 new developments charge will apply.

Early Termination Charges

If you cancel the service before the end of any applicable contract term, a fee of \$10 times the remaining months of the contract will be payable to Vonex.

Billing and Usage Information

Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or contacting customer service on **1800 828 668** or emailing helpdesk@vonex.com.au.

All prices include GST. All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued.

Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on **1800 828 668**, or email helpdesk@vonex.com.au if you have any questions or would like to give feedback. If you are dissatisfied with the service and wish to lodge a complaint, please email helpdesk@vonex.com.au or contact us by telephone **1800 282 668**. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website www.vonex.com.au/policies.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy and we will do our best to solve your problem. If you wish to contact the TIO, you can do so by calling **1800 062 058**. More information can be found at www.tio.com.au.

Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions.