

# 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 1, 12, 24 and 36 months.

The monthly plan fees include Internet access to the customer’s premises via the NBN Network, an optional static IP address, Optus 4G Mobile SIM and hardware 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.

Failover service is bound by the rules outlined in the Vonex Fair Use policy.

## Information About Pricing

Type	Speed Tier (Mbps)	Monthly Fee	Bundled Monthly Fee	Included Data	Backup Speed Tier (Mbps)	Minimum Total Charge				Bundled Minimum Total Charge				
						1 Month	12 Months	24 Months	36 Months	1 Month	12 Months	24 Months	36 Months	
Basic	50/20	\$98	\$93	Unlimited	5/1	\$273	\$1,308	\$2,440	\$3,528	\$268	\$1,248	\$2,320	\$3,348	
	100/40	\$123	\$118		5/1	\$298	\$1,608	\$3,040	\$4,428	\$293	\$1,548	\$2,920	\$4,248	
	250/25	\$148	\$143		5/1	\$323	\$1,908	\$3,640	\$5,328	\$318	\$1,848	\$3,520	\$5,148	
	250/100	\$187	\$182		5/1	\$362	\$2,376	\$4,576	\$6,732	\$357	\$2,316	\$4,456	\$6,552	
Business	50/20	\$116	\$111		Unlimited	Unlimited	\$291	\$1,524	\$2,872	\$4,176	\$286	\$1,464	\$2,752	\$3,996
	100/40	\$141	\$136		Unlimited	Unlimited	\$316	\$1,824	\$3,472	\$5,076	\$311	\$1,764	\$3,352	\$4,896
	250/25	\$166	\$161		Unlimited	Unlimited	\$341	\$2,124	\$4,072	\$5,976	\$336	\$2,064	\$3,952	\$5,796
	250/100	\$205	\$200		Unlimited	Unlimited	\$380	\$2,592	\$5,008	\$7,380	\$375	\$2,532	\$4,888	\$7,200

**Notes:**

- No establishment fees apply but hardware fees are mandatory with this service. Hardware costs are dependent on contract term: 1 month: \$175, 12 months: \$132, 24 months: \$88 and 36 months: \$0.
- Business plans include a Static IP on the Failover service while Basic plans do not.
- Service and plan availability is dependent on service qualification. Some higher speeds might not be available at your address and not all speed tiers are available in all locations.
- 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.

### **Bundling**

Bundling plans are only available when the nbn service is paired with an eligible Voice service, Voice Lite plans (PAYG) are not eligible to be bundled. Each discounted nbn Bundle Plan is only available with one corresponding Voice product and/or additional extensions. Cancellation of the voice service will forfeit the bundled plan and restore the service back to a standard nbn plan.

### **Fibre Connect Program**

Eligible locations are determined by nbn co. Vonex does not guarantee that the Fibre Connect Order will be successful. When ordering Fibre Connect the Customer must select a plan that meets the minimum speed tier requirement of 100mbps.

If within twelve (12) months of the Fibre Connect Order being completed, the Customer requests a plan change that does not meet the minimum speed tier requirement, or Cancellation of the Service occurs for any reason including Reconnection or Relocation, a once off \$180 Fibre Connect Cancellation Fee will apply, due and payable immediately. The Fibre Connect Cancellation Fee is independent of any other Cancellation Fee that may apply for Cancellation of the Service prior to the Contract End Date. The existing Contract Term (if applicable) will carry over to the new Service on completion of the Fibre Connect Order.

## **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](http://www.vonex.com.au) or contacting customer service on **1800 828 668** or emailing [helpdesk@vonex.com.au](mailto: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](mailto: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](mailto: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](http://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](http://www.tio.com.au).

Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions.