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 and HFC technologies as well as the Optus 4G Mobile Network. The minimum contract term is 1 month.

The monthly plan fees include Internet access to the customer's premises via the nbn® Network, a static IP address on both the nbn® and 4G failover, 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

	Monthly Fees											
Speed Tier (Mbps)	Monthly Fee	Bundled Monthly Fee	Backup Speed Tier	Technology Availability	Minimum Total Charge				Bundled Minimum Total Charge			
					1 Month	12 Months	24 Months	36 Months	1 Month	12 Months	24 Months	36 Months
50/20	$110.95	N/A	Unlimited 4G	Fixed Line	$397.95	$1,618.40	$2,806.80	$3,994.20	N/A	N/A	N/A	N/A
100/40	$117.95	$112.95	Unlimited 4G	Fixed Line	$404.95	$1,702.40	$2,974.80	$4,246.20	N/A	$1,642.40	$2,854.80	$4,066.20
750/50	$137.95	$132.95	Unlimited 4G	HFC and FTTP only	$424.95	$1,942.40	$3,454.80	$4,966.20	N/A	$1,882.40	$3,334.80	$4,786.20
250/100	$117.95	$112.95	Unlimited 4G	HFC and FTTP only	$404.95	$1,702.40	$2,974.80	$4,246.20	N/A	$1,642.40	$2,854.80	$4,066.20
500/200	$157.95	$152.95	Unlimited 4G	FTTP only	$444.95	$2,182.40	$3,934.80	$5,686.20	N/A	$2,122.40	$3,814.80	$5,506.20
1000/100	$147.95	$142.95	Unlimited 4G	HFC and FTTP only	$434.95	$2,062.40	$3,694.80	$5,326.20	N/A	$2,002.40	$3,574.80	$5,146.20
1000/400	$182.95	$177.95	Unlimited 4G	FTTP only	$469.95	$2,482.40	$4,534.80	$6,586.20	N/A	$2,422.40	$4,414.80	$6,406.20

Notes:

- Fixed line technologies include FTTN, FTTB, FTTP, FTTC and HFC.
- No establishment fees apply although hardware fees are mandatory with this service. **Hardware costs are dependent on contract term: 1 month and 12 months: $287, 24 months: $144 and 36 months: $0**.
- Assure plans include a Static IP on the Failover service.
- 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
Bundled plans are only available when the nbn® service is paired with an eligible Voice service. Bundling not available for some nbn® plans and 1-month contract nbn® plans. 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 500/50mbps.

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.

Service Cancellation

If the service is cancelled, the last monthly access fee is payable in full. If the service is cancelled prior to the contract end date a cancellation fee will apply. The maximum cancellation fee payable is 75% of the total of the remaining monthly access fees for the contract term.

If the service is successfully relocated to another address with Vonex, the cancellation fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with Vonex for any reason, including but not limited to, Vonex being unable to deliver a service at a new location, any applicable cancellation fee is payable in full.

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 **business-support@vonex.com.au**.

All prices include GST. Direct debit is required unless otherwise approved by Vonex. The payment term is 14 days from the invoice issue date.

Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on **1800 828 668**, or email **business-support@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 **business-support@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.