

Welcome to Vocal! Here's a quick summary of your nbn® internet plan just to make sure you're across all the important things you need to know about the service and our charges.

Information about the Service

The National Broadband Network (nbn®) provides affordable high-speed internet to all Australians and supports different types of technology to connect your premises to a fibre optic line which includes FTTP, FTTN, FTTB, HFC and fixed wireless (rural and remote areas only)

The technology used for your connection depends on where you live and will influence the speed of your service, the equipment to be installed by nbn® and the type of compatible router needed to use this service.

Minimum term: 12 months (monthly access fee amortised and charged upfront and each anniversary.

Bundling: Not required for this service

Router: You can choose to use your own nbn® compatible router or receive one from Vocal either as an outright purchase or monthly payments when owned and managed by us.

Promos and special pricing: This summary may not cover any special or customised rates or optional extras.

nbn® speeds: Refer to our 'nbn® Speed Guide' for information on factors that may affect the speed of your nbn® service with us which can be found on our website.

What is included

Unlimited data subject to our Fair Use Policy.
1 x Static IP
4-hour enhanced service level agreement*

NBN equipment

NBN Co will provide equipment required to connect the service which may include the nbn® Utility Box, NBN Connection Box and power supply with battery back-up.

What is not included

Equipment that you may choose to plug into the nbn® Connection Box such as a wifi router, VoIP box or IP telephone. Customers are responsible for the installation and configuration of any devices connected to the service regardless of it being supplied by Vocal or a third party.

Information about pricing

Refer to the below table for your plan pricing and minimum monthly charge. If you use your nbn® service for things not included in your plan or exceed your included usage for either data or calls, you will have to pay more than your annualised minimum.

	nbn® 250/100	nbn® 500/200	nbn® 1000/400
Annualised upfront fee	\$1,560 (equivalent to \$130 p/mth)	\$2,160 (equivalent to \$180 p/mth)	\$2,760 (equivalent to \$230 p/mth)
Minimum term	12 mths	12 mths	12 mths
Set-up fee	No set-up fee	No set-up fee	No set-up fee
Total minimum cost	\$1,560	\$2,160	\$2,760
Included data	Unlimited	Unlimited	Unlimited
Excess data (GB)	N/A	N/A	N/A
Static IP	Included	Included	Included
4-hour eSLA*	Included	Included	Included
Typical peak speed	225/85 Mbps*	450/170 Mbps*	850/340 Mbps*

* Eligible NBN faults, subject to service qualification, location, access technology and terms.

Your first bill: We invoice customers each month at the end of our billing cycle and note that your annualised access fee may be higher on your first bill due to pro-rata charges which are determined by the date of service connection.

Cancellations: You may cancel this service at anytime and must provide us written notice. You will forfeit all remaining or unused portion of the service term if you cancel within the 12 month term and no refunds for annual upfront payments or part thereof will be given. A \$250 Order Withdrawal fee applies if cancelling after order submission prior to connection.

Plan changes: You may change your plan at anytime subject to a \$50 administration fee

Early termination fees (ETF): Applies to this plan and is Calculated by the remaining annualised access until end of minimum period (ETF=Access x Year)

Payment Terms & Late Fees: We provide our customers with 14 day payment terms. If you do not pay your bill on time, we may charge you a \$10 Late Payments Fee each month until full payment has been received.

Payment Methods: A 2% surcharge applies to payments using a credit card. A \$2 transaction fee applies to Australia Post payments. AMEX and Diners cards are not supported.

Bill Options: A Bill Print Fee of \$5 applies if we mail your bill. No cost for email or access via our website. Customers may access our Self Help Tool at no charge to review bill history, reports and unbilled charges.

Non standard installations: By appointment and quotation of \$150 call out fee, \$120 hourly labour fee plus parts & equipment.

Other Information

nbn® Coverage & Serviceability

The nbn® service is only available in selected coverage areas and subject to a service assessment, may be delivered to your premises utilising a variety of technologies which may include satellite for rural locations. For information about network coverage call us on **1300 796700** or visit the NBN Co website.

Usage Alerts

We'll do our best to send you timely SMS alerts concerning your usage when you have reached 50%, 85% and 100% of your included allowances for either data or calls relating to your mobile service plan.

If you have used more than 100% of your included allowances, and we have not heard from you then we may restrict your service for the remaining bill cycle to reduce any excess charges. Alternatively, you may request that we restrict such services on your behalf from a period of time.

Customer Support

We will do our best to service our customer's needs. You may call us during Australian business hours on **1300 796700** (local call cost) or send us an email to support@vocal.com.au or visit our website vocal.com.au

Reporting & Online Tools

Customers may access our Self Help Tool at no charge via the Vocal website to review bill history, reports and unbilled charges. Contact Customer Support to request your login details.

Static IP

One static IP address is included with this plan. A static IP is a fixed internet address that does not normally change and may assist with business applications such as remote access, VPNs, hosted services, security systems and firewall configuration.

4-hour Enhanced Service Level Agreement

This plan includes a 4-hour enhanced service level for eligible NBN faults, subject to service qualification, location, access technology, wholesale provider terms and NBN operational requirements. The eSLA is a fault rectification /service assurance feature and is not a speed guarantee.

Complaints & Disputes

We will provide you with our Complaint Handling Policy if you do not already have one. You must tell us if you have a problem or complaint about our service. If we do not help you then you can raise the issue with the TIO by calling **1800 062058** or visit www.tio.com.au

vocal

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