

Critical Information Summary

NBN Unlimited

INFORMATION ABOUT THE SERVICE

The nbn[®] broadband service utilises the NBNCo infrastructure technology and network to deliver high speed broadband to your location. High speed internet is only available on select technologies, such as Fibre To The Premise (FTTP).

Service Requirements

NBN services require your premises to be connected to the National Broadband Network (NBN) in order for the service to operate. Please refer to [NBN Rollout Map](#) to check the progress of the rollout in your area. Services higher than 100/40 can only be delivered on limited NBN technology types, such as FTTP.

If required, nbn[®] will install equipment both outside and inside your premises. An adult, 18 or older, must be present during the appointment.

You'll also need an NBN-ready modem/router that supports higher speeds.

Service Availability

NBN services are not available in all areas or premises. Refer to our online Availability Check - <https://www.zettaGrid.com/all-products/nbn-broadband/>

Minimum Term (Months)

Unlimited NBN services are available on a 1 month contract term.

Early Termination and Plan Change Fees

30 Days Cancellation Notice. \$29 plan change fee.

INFORMATION ABOUT PRICING

Plan Fees

	U250	U500	U1000
Monthly Quota (GB) (Anytime)	Unlimited	Unlimited	Unlimited
Minimum Monthly Charge	\$139	\$169	\$199
Maximum Monthly Charge	\$139	\$169	\$199
Typical Evening Download Speeds (7pm - 11pm)	246Mbps	492Mbps	600Mbps
Typical Evening Upload Speeds (7pm - 11pm)	83Mbps	167Mbps	334Mbps
Minimum Term (months)	1	1	1

There are no excess usage charges. BYO modem/Router.

Other Fees

Other Fees	Unit (Inc GST)
Incorrect call out	\$330
Order Reschedule	\$95
Cancellation Prior to Delivery	1 month service fee

OTHER INFORMATION

Communications Alliance Broadband Education Package

This education package is intended as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services.

Please refer to: <https://www.commsalliance.com.au/BEP>

Usage Information

Zettagrid customers can view and track usage data by going to <https://account.zettagrid.com/>

Customer Service Contact Details

You can contact the Zettagrid customer support team for any service and account support by emailing support@zettagrid.com or calling 1300 597 656 between 8am and 5pm AWST Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - <https://www.zettagrid.com/contact-us/>

Dispute Resolution Process

At Zettagrid we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service.

In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by Zettagrid using our Dispute Resolution Process, you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint