

Critical Information Summary

NBN GO

INFORMATION ABOUT THE SERVICE

NBN Broadband is the latest in residential fibre optic and wireless services, providing up to 2000Mbps of speed. These plans are only available on FTTP and HFC technology types and are offered as bundled plans incorporating a VoIP telephony service.

Service Requirements

nbn® may need to install equipment both outside and inside your premises. Someone over the age of 18 must be present for the appointment. Read more about FTTP and the installation requirements here or check out the video here. You will need an NBN-ready router that supports higher speeds. HFC customers will receive an NBN Network Termination Device at no cost, supplied by NBN Co. 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)

NBN GO 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

	nbn GO FAST	nbn GO SUPER	nbn GO ULTRA	nbn GO HYPER
Monthly Quota (GB) (Anytime)	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Monthly Charge	\$108	\$128	\$138	\$198
Maximum Monthly Charge	\$108	\$128	\$138	\$198
Typical Evening Download Speeds (7pm - 11pm)	450Mbps	700Mbps	825Mbps	1650Mbps
Typical Evening Upload Speeds (7pm - 11pm)	42Mbps	42Mbps	85Mbps	145Mbps
Minimum Term (months)	1	1	1	1
	FTTP / HFC	FTTP / HFC	FTTP / HFC	FTTP Only

There are no excess usage charges. You'll need an NBN-ready modem/router that supports higher speeds.

Other Fees

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

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