



Critical Information Summary

NBN GO

INFORMATION ABOUT THE SERVICE

NBN Broadband is the latest in residential fibre optic and wireless services, providing up to 1000Mbps of speed. These plans are offered as bundled plans incorporating a telephony service.

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.

You will also require an NBN compatible modem. A NBN modem can be obtained from ZettaNet at an additional cost. Refer to www.zetta.net.au/support/purchase-new-hardware for modem pricing.

Service Availability

NBN services are not available in all areas or premises. Refer to our online Availability Check - <http://www.zetta.net.au/services/internet/nbn-broadband>

Minimum Term

NBN services are available on a No Lockin (1 month) and 24 month contract term. 24 month contract term offers discounted connection fees. Early cancellation fees do apply.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination fees. Plan change fee is \$29 and only applicable to service downgrades.

INFORMATION ABOUT PRICING

Plan Fees

Plan Name	Monthly Quota (GB) (Peak/OffPeak)	Connection Speed (Mbps) Down/Up	Minimum & Maximum Monthly Charge	Total Minimum Price (No Lockin Contract)	Total Minimum Price (24 mth Contract)	Cost of 1GB Data within Monthly Quota
NBN Lite	50GB	12/1	\$49	\$269*	\$1176	\$1.020

*Includes \$220 Setup fee.

- Upload data is not counted toward your Monthly Quota.
- No excess usage charges.
- Service shaping speed is 2Mbps once you have reached your monthly download quota.
- Peak: 06:00hrs to 17:59hrs. Off Peak: 18:00hrs to 05:59hrs and all weekend.
- Phone handset is not included in the pricing.



Phone Costs

Phone Costs	Per Call (Inc GST)
National/Local AU Inc (Unlimited)	Unlimited. Fair Use Policy Applies
AU Mobile /min (inc GST, charged per second)	\$0.1375/min
AU 13/1300 Calls	\$0.27176
Additional DIDs (Monthly)	\$1.95
Flagfall/Connection Fees (all call types)	\$0.00
Porting Fee (Number from existing Provider)	\$65.00
Complex Number Porting Fee (\$345.00)	\$345.00

Other Fees

Other Fees	Unit (Inc GST)
Incorrect call out	\$299
Order Reschedule	\$95
Cancellation Prior to Delivery	\$110
Fax Line	Unit (Inc GST)
Fax to Email (Monthly)	\$9.95

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

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 5pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet 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 ZettaNet 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