

CRITICAL INFORMATION SUMMARY

For Residential VostroNet Internet Services

myowntel.net.au | [133 002](tel:133002) | support.myowntel.net.au



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your VostroNet Internet plan. It covers things like the length of your contract and how much you need to pay each month.

What's Included and Excluded?

Your Internet service includes:

- **1 x Dynamic IP Address (+\$10/month for a Static IP)**
- **Configured on your chosen speed tier, per below**
- **Unlimited monthly data allowance**

Minimum Term

All plans are provided on a month-to-month term.

Plan Limitations

These plans are limited to customers whose premises are connectable to the VostroNet FTTP network. Not all speed tiers are available everywhere. Enter your address on our website to see which speeds are available at your location.

INFORMATION ABOUT PRICING

Plan & Speed Tier	Monthly Charge	Activation Charge	Minimum Total Cost
Everyday VostroNet 50/20	\$85.00	FREE	\$85.00
Family VostroNet 100/20	\$95.00		\$95.00
Epic VostroNet 250/25	\$119.00		\$119.00
Ultra VostroNet 1000/50	\$129.00		\$129.00

Note: Some speed tiers are only available in limited areas and are subject to service qualification.

Other Charges

- **Pre-Delivery Withdrawal Fee: POA**
Should you request cancellation of your service after the order is submitted but before we have sent you order completion advice, a withdrawal charge may apply for the recovery of any costs incurred by us from the upstream carrier.
- **New Development Charge: \$300**
This charge may apply if VostroNet identifies your premises as within the site boundary of a new development (including, but not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address).
- **Complex Installation Fee: \$220/hr (business hours)**
This charge may be applicable where there is insufficient infrastructure available, or when the installation is deemed non-standard. +\$110/hour surcharge applies after hours or if requested as an Emergency install.
- A non-exhaustive list of other carrier fees we pass on can be found at <https://www.myowntel.net.au/carrier-fees/>

Early Termination

As this service is provided on a month-to-month term, no early termination fees apply.

Equipment

You may use your own modem/router provided it is compatible with our service. This means, however, that you will be responsible for the configuration of the device. Alternatively, you can purchase one from us by selecting one of the options available on our website.

Pricing and Promotions

All prices listed herein include GST and do not factor in any promotional discounts we occasionally offer.

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OTHER INFORMATION

Fibre Internet Speeds

Plan/speed tier configuration changes may be requested once per month. No charges apply to upgrade your service, however downgrades attract a charge of \$69.

The speed tier on which your service is configured indicates the maximum possible speed (Mbps) you can receive off-peak. Any typical busy period speeds mentioned indicate speeds you can expect during busy periods (7pm-11pm). They are not guaranteed minimum speeds. Typical busy period speeds can be found on our website.

Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your computer. Transmission overheads and network congestion may also impact speeds during peak usage times.

Some speed tiers may be unavailable for configuration at certain locations. While you can search for your address on our website to see speed tier availability, this will be confirmed prior to connection to ensure we provide only the best customer experience.

Use of Network Rules

Commercial Use, Business Use, Resale, on-selling, bundling, sharing or external access (including free Wi-Fi stations under accounts) is not permitted.

Broadband Education

Please refer to the Communications Alliance Broadband Education Package, available at:
<https://www.commsalliance.com.au/BEP>

Connection Timeframes

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your service within two to five working days.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Bills will be emailed as part of our commitment to protecting the environment.

We're here to help

If you have any questions, call us on 133 002 so we can serve you better or visit us at www.myowntel.net.au for additional information, including access to information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.myowntel.net.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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Pricing and information listed is accurate as of 9 November 2023.