

# CRITICAL INFORMATION SUMMARY

For Residential Vision Network Services

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



## INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your Vision Network 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 12-month term.

### Plan Limitations

These plans are limited to customers whose premises are connectable to the Vision Network FTTB 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	Total Minimum Cost over Term
Everyday Vision Network 50/20	\$75.00	\$0.00	\$195.00
Family Vision Network 100/40	\$85.00		
Epic Vision Network 250/50	\$95.00		
Ultra Vision Network 1000/50	\$110.00		

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.
- A non-exhaustive list of other carrier fees we pass on can be found at <https://www.myowntel.net.au/carrier-fees/>

### Early Termination

Should your service be cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be \$16.25 multiplied by the months remaining in the minimum term agreement, plus the relevant installation fee for the service (where such installation fee was waived or credited as part of the fixed term agreement) and/or relevant charge for any hardware waived or subsidised as part of the fixed term agreement.

### 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.

### Broadband Education

For further information about broadband technologies and the factors that can influence the performance of their broadband services, 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, depending on the extent of works required to connect your service, we will aim to connect your service within two to ten 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](https://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](https://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](https://www.tio.com.au).



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Pricing and information listed is accurate as of 3 April 2024.