

NBN™ plan	Minimum monthly charge	included monthly data	Minimum term	NBN™ speed tier
Buzztel Telecommunications	\$45.00	\$45.00	1 month	NBN™ Light Buzz Typical busy period download speed 12Mbps

**The offer includes:** A broadband data service over the NBN™ for residential use.

**The offer is a bundle of services:** No.

**The offer requires mandatory purchase of Telecommunications goods from us:** No.

Use of Buzztel's NBN™ plan requires a compatible modem/router.

**Available minimum term:** 1 month

**Included data allowance:** 100 GB

**Exclusions:** Buzztel does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to an NBN™ plan, some equipment or services at your premises may be impacted and no longer operate. These include, but are not limited to, medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Buzztel does not offer priority assistance.

**Important limitations:** Speeds achieved on FTTN/Band FTTC NBN™ services can only be confirmed once a service is activated and depend on the maximum line sync rate of the physical infrastructure up to the NBN™ Network Boundary Point. Services delivered over FTTN/B and FTTC may not be able to obtain typical plan speeds.

Important qualifications: Unless already connected, NBN™ may need to install its equipment in your premises. Standard installations of NBN™ equipment are performed without charge to you. If applicable, an NBN™ Greenfields New Development Charge is \$300.00. This may apply at a premises that is in a newly developed area or building and is not an installation fee, but an activation fee that will apply to the first NBN™ service connected at this premises. If applicable, an NBN™ New Copper Pair charge is \$299.00. This would apply on FTTB/N where an active PSTN/ULL phone line is connected and the FNN/ULL of this active line can't be provided or if an additional Copper Pair is requested to be connected by you.

## INFORMATION ABOUT PRICING

**The minimum monthly charge is:** \$45.00 (all prices include GST).

A \$10.00 discount will be applied each month if there is an eligible SIM-only mobile service(s) on the account at the time of billing. If the eligible SIM-only mobile service(s) on the account is ported away to another provider or disconnected, and no active SIM-only mobile service(s) remain on the account, the discount ceases and the plan reverts to the standard monthly price.

**The total (minimum) cost over the plan term of 1 months is:** \$45.00 plus any applicable connection fees or pro-rata charges for your situation.

**Early termination charges:** \$0 (Not applicable).

## OTHER INFORMATION

**Usage:** You can obtain data usage information by visiting our website or contact us on 1300 462 899 for instructions.

**Terms:** All services are supplied pursuant to our Business Terms.

**Customer service contact details:** You can contact us via email at support@buzztel.com.au or chat with one of our friendly local customer care team at 1300 462 899 between 8:30am to 5:30pm Monday to Friday.

**Complaints process:** You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website listed under 'Policies & Legals'. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing support@buzztel.com.au or calling 1300 462 899 and specifically stating you want to make a complaint.

**Telecommunications Industry Ombudsman:** Telecommunications Industry Ombudsman Limited is a company limited by guarantee, funded by telecommunications service providers to provide a free and independent external dispute resolution service to residential consumers and small business who have an unresolved complaint about their phone or Internet service. It is contactable on 1800 062 058 and at www.tio.com.au.

**More information about Broadband services:** You can get educational information about broadband technologies by clicking here.

