



## Critical Information Summary Residential NBN

### Information about the service

The NBN delivers Internet connectivity via the National Broadband Network. This critical information summary (CIS) covers residential NBN only. Our master services agreement also applies to these services.

### Requirements & Availability

You will need a capable router for NBN services. If required, Caznet can sell you a suitable device at additional cost.

### Minimum Term

A minimum term of 12 months with a \$165.00 setup fee applies to Residential NBN services. A 24 month term is also available with no setup fee.

### Information about pricing

#### Monthly Charges

There are three Residential NBN plans available – a choice of three speeds, each with unlimited data \*

Plan Name	Typical Evening Speed	Monthly Included Data	Monthly Charge	Total Minimum Cost on 12 Month Contract	Total Minimum Cost on 24 Month Contract
25/5	10.4 Mbps	Unlimited*	\$69.95	\$1,004.40	\$1,678.80
50/20	44.4 Mbps	Unlimited*	\$79.95	\$1,124.40	\$1,918.80
100/40	75.1 Mbps	Unlimited*	\$89.95	\$1,244.40	\$2,158.80

\* Unlimited data is subject to our fair use policy.

- The total minimum cost on a 12 month contract is the standard setup fee plus 12 months of the monthly fee.
- The total minimum cost on a 24 month contract is 24 months of the monthly fee.
- An additional once-off \$300.00 NBN New Development charge applies if your premises is identified by NBN Co as being within the site boundary of a new development.

## Setup Charges

You can choose from:

Contract Option	Setup Charge
12 Month Contract	\$165.00 ^
24 Month Contract	\$0.00 ^

*^ There may be additional setup charges for non-standard installations. Any cabling that is required beyond the network boundary point is your cost and responsibility.*

## Cancellation Charges

- The cancellation charge applies to both 12 and 24 month contracts. These charges cover the costs reasonably incurred by us when the contract commenced.
- If you cancel within your contract term the Early Cancellation Charge is \$165.00.

## Other information

### Customer Service Contact Details

Contact Caznet Support by calling **(08) 8470 8900** from **9:00am to 5:00pm**; or via email at [support@caznet.com.au](mailto:support@caznet.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please email us at [caznet@caznet.com.au](mailto:caznet@caznet.com.au)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation by calling **1800 062 058** or visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).