



## NBN High Speed Internet

	30 Gb	100 Gb	250 Gb	1200 Gb
<b>NBN 25/5 MBPS</b> Monthly Access fee	<b>\$65</b> NBN012	<b>\$70</b> NBN013	<b>\$75</b> NBN014	<b>\$95</b> NBN015
<b>1Gb Equivalent</b>	\$2.16	\$0.70	\$0.37	\$0.08
<b>NBN 50/20 MBPS</b> Monthly Access fee	<b>\$80</b> NBN016	<b>\$85</b> NBN017	<b>\$90</b> NBN018	<b>\$110</b> NBN019
<b>1Gb Equivalent Cost</b>	\$2.66	\$0.85	\$0.45	\$0.09
<b>NBN 100/40 MBPS</b> Monthly Access fee	<b>\$95</b> NBN020	<b>\$100</b> NBN021	<b>\$115</b> NBN022	<b>\$125</b> NBN023
<b>1Gb Equivalent Cost</b>	\$3.17	\$1.00	\$0.57	\$0.10

Other Charges	24 Month contract
Connection fee	Free

## Select your Router



**24 MONTH CONTRACT**  
**FREE**

**Standard 4 Port Wifi 4G**  
(actual modem may vary)



**24 MONTH CONTRACT**  
**\$75**

**Business 4 Port Wifi Gigabit**  
(actual modem may vary)

## Critical Information Summary

### Information about the service

These plans are an internet service that is provided over the National Broadband Network (NBN). It is available in NBN enabled areas only. The minimum term contract for this service is 24 months. The expected time frames for connections are 7 business days where infrastructure is in place, or 35 business days for available infrastructure. Your data allowance includes uploads and downloads and any unused data allowances expires at the end of your billing cycle. If you have used your included data allowance within a billing cycle the speed will be limited to 256/256 kbps until the next billing cycle commences. The interface speed is the speed of the fibre technology at the customer's premises. This speed will be affected by many factors that include the number of end users, the hardware, the software being used and the connection method. Standard installation is included with your plan and is provided to the first telephone point on your premises with a suitable router. A 240 volt power supply is required and it is the customer's responsibility to ensure this is available. In the event of a power outage your services will not work unless you maintain a back-up battery. If you install an NBN service you will not be able to move back to a fixed line copper service. All Customers will be set up on direct debit via credit card or bank account only, with payments deducted 4 days after your email bill is issued. The connection fee (if applicable) is a one off charge and will be applied to your first invoice.

### Information about pricing

The minimum monthly charge for the plans are:

NBN25/5 30GB-\$65, NBN 25/5 100GB-\$70, NBN 25/5 200GB-\$75.

NBN 50/20 1200GB-\$95, NBN 50/20 30GB-\$80, NBN 25/5 100GB-\$85, NBN 50/20 200GB-\$90.

NBN 100/40 1200GB-\$110, NBN 100/40 30GB-\$95, NBN100/40 100GB-\$100, NBN100/40 500GB-\$115, NBN100/40 1200GB-\$125

Minimum Charge over 24 month contract.

NBN25/5 30GB- \$1560, NBN 25/5 100GB-\$1680, NBN 25/5 200GB \$1800, NBN 25/5 1,200GB \$2280 .

NBN 50/20 30GB-\$1920, NBN 50/20 100GB-\$2040, NBN 25/5 200GB-\$2160, NBN 50/20 1200GB-\$2640.

NBN 100/40 30GB-\$2280, NBN 100/40 100GB-\$2400, NBN100/40 200GB-\$2760, NBN100/40 1200GB-\$3000.

No excess data fees apply to any plan. Early termination fee is equal to the remaining months x the monthly plan fee.

For full details please visit [www.vonex.com.au](http://www.vonex.com.au).

### Other information

• Up to date usage of the service can be obtained by contacting customer service on 1800 828 668 or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) • If you wish to contact Vonex in respect to a dispute, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) • If the Vonex dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au)

Contact your Vonex dealer



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