

# Critical Information Summary



## Vokal NBN™ Broadband

### Service Description

Vokal NBN™ Broadband is an asymmetric internet service that uses either fibre optics, a combination of fibre optics and copper, hybrid fibre coaxial, or wireless technology to deliver speeds of up to 100Mbps download and up to 40Mbps upload.

This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload/download). Acceptable Use Policy applies to data usage.

### Requirements & Availability

Vokal NBN™ Broadband is available and limited to certain addresses across Australia. Your correct address must be pre-qualified before a formal quotation and/or delivery of service can be provided.

Vokal NBN™ Broadband may require a network termination unit (NTU) or an existing copper pair associated with your address. Vokal NBN™ Broadband also requires a compatible router or firewall at your premise. This router can be sourced externally or (subject to compatibility and availability) purchased outright from Vokal. You can choose our managed router option in which case we will supply and manage the router for you.

A technician may need to attend your premise to install this service and may require access inside the property or

areas associated with the property. More than one visit may be required. Additional charges may apply should you change a scheduled appointment. Where applicable and subject to your approval, additional charges imposed by a third-party contractor or provider may apply.

### Inclusions

Vokal NBN™ Broadband plans include one static public IP address.

### Minimum Service Term

Unless otherwise specified, Vokal NBN™ Broadband is available on 24 and 36 month contract terms.

### Exclusions

Any cabling, copper lead-in, switching or additional hardware relating to your use of the service is not included. The technician will not install any cabling between the Main Distribution Frame (MDF) and Internal Distribution Frame (IDF) and will not supply/install any router, firewall, network cabling or other equipment. Supply of power for the NTU is not included.

Relocation of the service and additional setup fees are not included. We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. Early termination charges may apply.

### Monthly and Once-Off Charges

Plan Name	NBN Up to Speeds (Download/Upload)	Setup Charge		Monthly Charge		Total Minimum Cost	
		24 Month Contract	36 Month Contract	24 Month Contract	36 Month Contract	24 Month Contract	36 Month Contract
Unlimited NBN 100/40	Up to 100Mbps/40Mbps	\$99.00	\$0.00	\$110.00	\$110.00	\$2,739.00	\$3,960.00
Unlimited NBN 50/20	Up to 50Mbps/20Mbps	\$99.00	\$0.00	\$99.00	\$99.00	\$2,475.00	\$3,564.00
Unlimited NBN 25/5	Up to 25Mbps/5Mbps	\$99.00	\$0.00	\$90.00	\$90.00	\$2,259.00	\$3,240.00

Information is current as of 04/03/2019 and is subject to change without notice. All prices quoted include GST

### Speed

Actual speeds may vary depending on source/type of content downloaded and, where applicable, factors such as copper distance, copper quality and type of NBN technology used to deliver the Service. Vokal NBN™ Broadband is delivered using standard CoS (Class of Service) which means, under contention/congestion on the applicable network, this traffic is best efforts.

### Pricing

Pricing for Vokal NBN™ Broadband may vary depending on whether existing infrastructure is in place. In the event of additional commercial works or build or copper lead-in costs required for the delivery of Service, Vokal may present an increased Monthly and/or Setup Charge which will require your acceptance.

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### Optional Equipment and Services

A selection of optional equipment and professional services are available, such as routers, switches, Failover Configuration and Router Management. Prices will depend on the options you select.

### Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply.

ETF is calculated as the monthly charges multiplied by the balance of the contract period.

### Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on **1300 698 652**.

### Complaints Handling

If you wish to make a complaint, please contact our support team by email at: [support@vokal.com.au](mailto:support@vokal.com.au)

### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Vokal, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at [www.tio.com.au/](http://www.tio.com.au/) or by phone on **1800 062 058**.

