

Service Description

FireNet's NBN products are delivered using infrastructure provided by NBN Co Limited (nbn).

Service Details

NBN Product	FNBN25	FNBN50	FNBN100
Network	NBN Co	NBN Co	NBN Co
*Max Download Speed	25Mbps	50Mbps	100Mbps
*Max Upload Speed	5Mbps	20Mbps	40Mbps
**Monthly Data Limit	Unlimited	Unlimited	Unlimited
Setup Cost (ex GST)	\$99 ex GST	\$99 ex GST	\$99 ex GST
Monthly Cost (ex GST)	\$70 ex GST	\$79 ex GST	\$109 ex GST
Static IP addresses allocated	1	1	1
Contract Term	Min 1 Month	Min 1 Month	Min 1 Month
Cancellation Notice Period	1 month	1 month	1 month

* not guaranteed

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Service Availability

FireNet's ability to provide NBN is subject to a service qualification check and the availability of NBN infrastructure available at the customers premises. The technology used to deliver NBN will depend on the infrastructure between the customers premises and the NBN network. Common technologies used are Fibre to the Premises (FTTP), Fibre to the Node (FTTN), Fibre to the Building (FTTB), Hybrid Fibre Coaxial (HFC) and Fibre to the Curb (FTTC).

Installation and Setup Costs

A \$99 ex GST one off setup cost will apply to all month-to-month contracts. This fee is waived for contract terms of 12 months or greater.

If FireNet is advised by NBN that additional works such as trenching is required, the customer will need to arrange and pay for any associated works directly via a third party.

A new development charge of \$300 may be chargeable if NBN is required to activate a connection for the first time at a premises that is in a newly developed area or building. This charge will be applied to your first bill following activation of the NBN Service at your premises. You will be advised of this charge prior to ordering.

What equipment is required to access these services?

Different equipment is required depending upon the nbn connection technology that is used to deliver the service to the customer's premises. Below is a guide to what equipment is required to be supplied by the customer to access the service once installed. Please be aware the nbn will be required to install equipment at the customer's site and power must be available. Please view the following website to understand your requirements <https://www.nbnco.com.au/learn/network-technology>

NBN Technology	Equipment Required
FTTN	NBN VDSL compatible modem
FTTB	NBN VDSL compatible modem
FTTP	Modem with Ethernet WAN and Ethernet LAN port
FTTC	Modem with Ethernet WAN and Ethernet LAN port
HFC	Modem with Ethernet WAN and Ethernet LAN port

Important Information for NBN FTTN & FTTC installation

FTTN and FTTC installations may require the use of copper wiring coming in from the street and that may be used by analogue phones, fax or eftpos machines at the customer premises. It is important that the customer understands that these devices may stop working and alternate solutions investigated eg VoIP phones. Please discuss this with your assigned sales representative if more information is required.

Cancellation

All month-to-month NBN contracts require a minimum 30 days' cancellation notice period.

An early termination fee of \$300 ex GST is payable for any NBN services that are still within the specified contract term.

All cancellations must be emailed to accounts@firenet.com.au

SLAs

NBN is a residential grade service and has no Service Level Agreements (SLAs) or guaranteed fault resolution times attached to these services. FireNet advises that customers should look at business grade fibre services if they require guaranteed uptime and fault resolution times.

Support

Support for NBN services is available through our Australian based Helpdesk on Monday to Friday between the hours of 8:30am and 5:30pm.

Support	1300 636 636 (Option 2)	Email	support@firenet.com.au
Provisioning	1300 636 636 (Option 3)	Outages	status.firenet.com.au