

nbn™ information

Here is a quick summary of all the important bits about your nbn™ plan.

what's included

Your nbn™ plan includes:

- A RESIDENTIAL grade broadband internet service on the nbn™ network;
- UNLIMITED Monthly Data Allowance;
- A VoIP telephone service with UNLIMITED Calls to Local, National & Mobile numbers*

*nbn™ + phone bundles ONLY

what's not included

- Modem;
- VoIP Device;
- Calls to 13/1300 Numbers* (charged at \$0.50c per call);

*nbn™ + phone bundles ONLY

- Calls to International Numbers;

*nbn™ + phone bundles ONLY

- Email Address (We do not provide email services).

Your nbn™ plan is for consumer/residential use only.

information about pricing

nbn™ plan	nbn™ speed tier	data	minimum charge	minimum term
lite	nbn™ 12	Unlimited	\$59.00	1 month
mid	nbn™ 25	Unlimited	\$69.00	1 month
bigfoot*	nbn™ 50	Unlimited	\$69.00	1 month
ultra*	nbn™ 100	Unlimited	\$99.00	1 month
lite + phone bundle	nbn™ 12	Unlimited	\$68.00	1 month
mid + phone bundle	nbn™ 25	Unlimited	\$78.00	1 month
bigfoot + phone bundle*	nbn™ 50	Unlimited	\$78.00	1 month
ultra + phone bundle*	nbn™ 100	Unlimited	\$108.00	1 month

All prices quoted are inclusive of GST;

*bigfoot and ultra plans are not available on nbn™ fixed wireless.

order cancellation policy

If you place an nbn™ order with Barefoot Telecom and cancel the order due to change of mind, no refund will be provided if your order is in progress with the carrier. An order is deemed to be "in progress" once you have received notification that payment has been processed.

early termination

There is no early termination fee (ETF) charged if you cancel your nbn™ service. No pro-rata credits or refunds are offered for cancelled accounts. For example, if your billing anniversary date is the 5th of the month and you cancel your service on the 10th

of the month, no refund for the un-used days of your current billing month will be offered.

\$10.00 off promotion period

During the "\$10.00 Off" Promotion Period, you will receive the first 6 months service at a discounted rate. The \$10.00 discount is applied to the first 6 invoices from the date of activation of the service.

After the "\$10.00 Off" Promotion Period, your services will be charged at the standard rate as outlined in "information about pricing" above. The "\$10.00 Off" Promotion Period is available to new residential customers only and is not to be used in conjunction with any other promotion period offer.

billing cycle and upfront payment

All Barefoot Telecom plans are billed in advance via anniversary billing. For example, if your Internet service is activated on the 5th of the month, then your bill cycle starts on the 5th of the month and will cover the full month from the 5th to the 4th of the following month.

Before we order your Internet service we either process the modem fee (if you opt to purchase our modem) or the plan fee (if you opt to BYO modem) upfront and in advance. Upfront payment is required to process any Barefoot Telecom Internet order.

payment and late fees

All Barefoot Telecom plans are payable by direct debit via credit card or credit debit card ONLY. Our payment options are Visa, MasterCard and American Express (AMEX). A 2.85% surcharge will apply for all AMEX transactions. A \$22.00 late payment fee will be charged if payment is not made within nine (9) days from the payment date on your invoice. The payment date is 14 days from the invoice issue date.

nbn™ availability

Barefoot Telecom's nbn™ service may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please contact our team for availability on 1300 017 622 or support@barefoottelecom.com.au

nbn™ rollout

Barefoot Telecom's nbn™ plans are delivered over multiple technologies including Fibre to the Premises (FTTP), Fixed Wireless, Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Hybrid Fibre Coaxial (HFC).*

*bigfoot and ultra plans are not available on nbn™ fixed wireless

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.

If applicable, an nbn™ New Copper Pair charge is \$299.00. This would apply where an active PSTN/ULL line is connected and the FNN/ULL of this active line can't be provided.

nbn™ modem/router

Your nbn™ plan does not include a modem/router.

It is your responsibility to configure a BYO modem/router and Barefoot Telecom offers limited support for BYO modem configuration. It is your responsibility to ensure your BYO modem/router is compatible with this service.

Barefoot Telecom can supply an nbn™ compatible modem with pre-configured settings (plug and play) for \$149.00 (includes delivery).

your telephone number*

*nbn™ + phone bundles only

If you require an existing telephone number to be ported to an nbn™ + phone service, please note that it can take up to six (6) weeks for the port to be completed. We will not charge you for the VoIP component of your service until the port is completed.

YOU MUST KEEP YOUR EXISTING TELEPHONE NUMBER ACTIVE WITH YOUR CURRENT PROVIDER UNTIL THE PORT IS COMPLETED. It is your responsibility to keep your existing phone number active and Barefoot Telecom is unable to port an inactive phone number.

emergency calls*

*nbn™ + phone bundles only

This service will not work if there is an interruption to your internet connection. This includes dialling emergency numbers; 000. This service is not suitable for people with life threatening medical conditions that require priority assistance.

other information

speed disclaimer

Typical Evening Download Speed is measured between 7pm and 11pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of the interconnection infrastructure not operated by us. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTB and FTTN customers, we can inform you of your maximum line sync speed if requested. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties.

nbn™ line speeds

The download and upload speeds stated for each nbn™ plan are the maximum that each type of link can deliver and will rarely, if ever, be achieved by any user for all sorts of reasons. Barefoot Telecom makes no guarantees of any kind on the actual speeds that will be achieved by any individual users as we rely on our suppliers to ensure services are provisioned to deliver optimum speeds at all times. Speeds that customers experience on these services in practice have tended to be affected by the following internal and external factors:

- The type of content being downloaded by the end-user;
- The connection method within the premises (wireless or fixed);
- The end-user's network, operating system, hardware, software and software configuration (e.g. router/firewall configuration);
- The number of individual end-users at a residence using the service at the same time;
- The source of the content (the destination host) being downloaded (including any content server limitations);
- Network contention or congestion in Barefoot Telecom's or any of our supplier's networks;
- For FTTN/FTTB connections, the distance from the Node to the premises;
- For FTTN/FTTB connections, the quality of the copper that services your premises and/or the internal wiring.

consumer compensation

Consumers are entitled to any compensation applicable in relation to service faults or outages where the fault lies with nbn™. Compensation is awarded from when a fault is first logged with nbn™ to when the carrier advises that they have repaired a fault on their side of the connection.

The amount of compensation applicable is based on the number of days it has taken the carrier to resolve the issue and the applicable plan fee. For example: If a customer is on a \$69.00 nbn™ plan and logs a fault with nbn™ on 1/1/17 and the fault is resolved on 6/1/17, the customer will be provided with a credit of 5 days (\$11.50) to their account.

Please be advised that Barefoot Telecom only provide residential grade services on the nbn™ network and by signing up with Barefoot Telecom you accept that we do not offer any compensation from any business

losses you incur due to a fault on your nbn™ service. We do not provide compensation for interim services such as mobile data charges.

customer service guarantee (CSG) waiver*

*nbn™ + phone bundles only

Please be advised that we can only offer our nbn™ + phone bundle services at low prices with no lock in contracts if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with Barefoot Telecom to an nbn™ + phone bundle you agree to waive your rights under the CSG as outlined in the CSG waiver.

we always have your back

There are many ways to contact Barefoot Telecom.

If you require any assistance at all:

- Email us at support@barefoottelecom.com.au;
- Live Chat with one of our friendly, local customer care team at www.barefoottelecom.com.au;
- Phone us on 1300 017 622 between 8:30am to 7:00pm Monday to Saturday.

If you have any concerns or complaints, you can access our Complaint Handling Policy.

You can also contact the Telecommunications Industry Ombudsman at www.tio.com.au