

## information about the service

nbn™ plan	minimum monthly charge	included monthly data	minimum term	nbn™ speed tier
Wireless nbn™ Plus	\$69.00	Unlimited	1 month	nbn™ Fixed Wireless Plus No particular data speed specified

**The offer includes:** A broadband data service over the nbn™ for residential use.

**The offer is a bundle of services:** No.

**The offer requires mandatory purchase of Telecommunications goods from us:** No.

Use of Barefoot's nbn™ plan requires a compatible modem/router.

**Available minimum term:** 1 month

**Included data allowance:** Unlimited

**Exclusions:** Barefoot does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to an nbn™ plan, some equipment or services at your premises may be impacted and no longer operate. These include, but are not limited to, medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Barefoot does not offer priority assistance.

**Important limitations:** There are nbn™ Fixed Wireless regions that are experiencing service congestion. This congestion may significantly affect the performance of Fixed Wireless services during peak usage times (6pm-11pm). Speeds available to your address can only be determined once your service is activated. Barefoot will be able to advise if an address is affected by nbn™ infrastructure congestion once a service is connected. nbn™ Wireless Plus has no particular data speed specified. You will have the best speed available for you at your location and at your time of use. Speeds can be affected by the amount of network traffic, source of the download and equipment in use.

**Important qualifications:** Unless already connected, nbn™ may need to install its equipment in your premises. Standard installations of nbn™ equipment are performed without charge to you. You will require nbn™ Wireless equipment to access this service. The nbn™ equipment will be provided by nbn™ and must be installed by an nbn™ technician.

## information about pricing

**The minimum monthly charge is:** \$69.00 (all prices include GST).

A \$10.00 discount will be applied each month if there is an eligible SIM-only mobile service(s) on the account at the time of billing. If the eligible SIM-only mobile service(s) on the account is ported away to another provider or disconnected, and no active SIM-only mobile service(s) remain on the account, the discount ceases and the plan reverts to the standard monthly price.

**The total (minimum) cost over the plan term of 1 months is:** \$69.00 plus any applicable connection fees or pro-rata charges for your particular situation.

**Early termination charges:** \$0 (Not applicable).

## other information

**Usage:** You can obtain data usage information by visiting our website, clicking "LOGIN" and logging in with your username and password or contact us on 1300 017 622 for instructions.

**Terms:** All services are supplied pursuant to our Business Terms.

**Customer service contact details:** You can contact us via email at [support@barefoottelecom.com.au](mailto:support@barefoottelecom.com.au), live chat with one of our friendly, local customer care team at [www.barefoottelecom.com.au](http://www.barefoottelecom.com.au), or phone us on 1300 017 622 between 8:30am to 7:00pm Monday to Saturday.

**Complaints process:** You can make a complaint in writing or by calling us and following the process outlined in our [Complaint Handling Policy](#) on our website listed under 'Important Stuff'. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing [support@barefoottelecom.com.au](mailto:support@barefoottelecom.com.au) or calling 1300 017 622 and specifically stating you want to make a complaint.

**Telecommunications Industry Ombudsman:** The Telecommunications Industry Ombudsman (TIO) is a private company that makes money through providing an alternate dispute resolution service to assist consumers and service providers resolve disputes. You can contact the Telecommunications Industry Ombudsman at [www.tio.com.au](http://www.tio.com.au) or on 1800 046 686.

**More information about Broadband services:** You can get educational information about broadband technologies by [clicking here](#).