

### All About NBN Ultra

Here is a quick summary of all the important bits about your Barefoot Telecom **Ultra NBN** plan.

### Minimum Term

The minimum term is **1 month** (plan term).

### What Is Included?

Your Ultra NBN plan includes:

- **A residential grade NBN connection with access speeds of up to 100Mbps download and 40Mbps upload (Tier 5);**
- **UNLIMITED Monthly Data Allowance.**

### Information About Pricing

Your minimum monthly charge on the Ultra NBN plan is **\$99.00**.

The minimum amount you'll pay over the period of your plan term is **\$99.00**.

All prices quoted are inclusive of GST.

### Order Cancellation Policy

If you place an 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) if you cancel your Ultra 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.

### 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 [admin@barefoottelecom.com.au](mailto:admin@barefoottelecom.com.au).

### NBN Rollout

Barefoot Telecom's Ultra NBN plan is delivered over multiple technologies including Fibre to the Premises (FTTP), Fibre to the Node (FTTN), Fibre to the Basement (FTTB) and Hybrid Fibre Coaxial (HFC). **The Ultra NBN plan is NOT available on 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, Greenfields New Development Charge is **(\$300.00)**.

### NBN Modem/Router

Your Ultra 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 modem with pre-configured settings (plug and play) for \$149.00 (includes delivery).

## Line Speeds

Connection speed on the Ultra NBN plan is up to 100Mbps download and 40Mbps upload (Tier 5). NBN does not guarantee speeds beyond 25Mbps/5Mbps on a FTTN/FTTB connection.

The download and upload speeds stated 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 (Eg: 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.

## Data Usage

No excess usage charges will apply on your Ultra NBN plan.

## Customer Service Guarantee (CSG) Waiver

Please be advised that we can only offer our Bundled services at low prices with no lock in contracts if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with MATE Communicate you agree to waive your rights under the CSG as outlined in the [CSG Waiver](#).

## We Are Here to Help

If you have any questions:

- Email us 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);
- Call us on **1300 017 622** between 8:30am to 7:00pm Monday to Saturday.

## Complaints

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](http://www.tio.com.au).