

CRITICAL INFORMATION SUMMARY

NBN TC4 Residential



Description

MY NET's NBN TC-4 I broadband service uses nbn® infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises.

Pricing Information

Plan Speed Download/Upload	Technology	Typical Evening Download Speeds (7pm - 11pm)	Typical Evening Upload Speeds (7pm - 11pm)	Minimum Term (Months)	Monthly Charges (ex GST)	Example Total Minimum Cost (24 Month Contract – ex GST)
100/20	Fibre to the Node (FTTN) Fibre to the Curb (FTTC)	98Mbps	16Mbps	1	\$89 (\$97.90 inc. GST)	\$2,136 (\$2,349.60 inc. GST)
500/50	Hybrid Fibre-Coaxial (HFC) Fibre to the Premises (FTTP)	489Mbps	41Mbps	1	\$89 (\$97.90 inc. GST)	\$2,136 (\$2,349.60 inc. GST)
750/50	Hybrid Fibre-Coaxial (HFC) Fibre to the Premises (FTTP)	738Mbps	41Mbps	1	\$109 (\$119.90 inc. GST)	\$2,616 (\$2,877.60 inc. GST)
1000/100	Hybrid Fibre-Coaxial (HFC) Fibre to the Premises (FTTP)	875Mbps	88Mbps	1	\$119 (\$130.90 inc. GST)	\$2,856 (\$3,141.60 inc. GST)
2000/100	Hybrid Fibre-Coaxial (HFC)	1876Mbps	88Mbps	1	\$175 (\$192.50 inc. GST)	\$4,200 (\$4,620 inc. GST)
2000/200	Fibre to the Premises (FTTP)	1876Mbps	184Mbps	1	\$175 (\$192.50 inc. GST)	\$4,200 (\$4,620 inc. GST)

Requirements and Availability

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

Plan Speeds are dependent on NBN technology type. All services are subject to service qualification.

Carrier-Grade NAT

All MyNet NBN TC4 plans by default are behind CG-NAT (Carrier-Grade NAT). This means that services that rely on a dedicated fixed public IP address may not work correctly.

If customers require a static public IP address, they can request one with justification via our support team. <https://www.mynet.au/contact>.

Static IP address for residential plans will incur an additional fee of \$5 (ex GST) per month.

For more information on CG-NAT you visit <https://www.mynet.au/resources>

What do I need to access the service

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.

- You will need an NBN-ready modem/router
- FTTC customers only will also need an nbn® network connection device
- HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection
- You may find that all the phone sockets within your premises are disabled

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill
- You display inappropriate or abusive behaviour towards our staff
- You breach our terms and conditions or our Fair Use Policy
 - Available at sign up as part of your Master Services Agreement or at <https://www.mynet.au/resources>

Usage

All MyNet Internet plans are unlimited. There are no excess usage charges.

Minimum Service Term

Minimum service terms are solution specific and will be detailed on your service order(s).

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Set-up fee

If there are any setup fees for your service, we will inform you upon signup and they will be detailed on your service order.

Equipment fees

You don't have to purchase an NBN-ready modem/router from MyNet. If you require an NBN-ready modem/router, please contact our team to discuss.

All Equipment fees will be detailed on your service order.

New development fee

nbn® may charge a \$300 (including GST) new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Subsequent install fee

If you already have NBN at your address and want an additional connection nbn® will charge a \$297 (including GST) subsequent install fee. We will inform you upon signup if this fee may apply.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.mynet.au/complaints>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>