



Best Products

Internet

As broadband becomes the lifeblood of both business and home life, you need a great connection with speeds as fast as your line can go. Choose from ADSL Broadband, ADSL2+, or NBN.

Phone

Whether you have a growing enterprise, a start-up business or simply want a great value home phone, we can offer a range of plans on a range of lines. We have traditional lines or the latest IP Telephony solutions and IP handsets. And all just a phone call away.

Cloud

Look skyward because it's all about the cloud. Starting with simple website hosting, moving onto hosted voice, cloud based business apps, conferencing solutions and domain hosting plans. This is the future, no fluff.

Best Service




Direct Contact

When you're with Aussie Web & IT Solutions you'll have our direct contact details so if you've got a question you know who to come to. It's the kind of personal service the big telcos just can't offer. Their loss, your gain.

A Communications Partner

We believe in being a valued partner to our clients by offering honest and straightforward advice. We don't make the sale and run, we're here to stay and we're here to do whatever we need to keep you happy.



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IT Support you can rely on @ a price you can afford

Internet

- ✓ ADSL2+ Business Broadband 50GB
- ✓ ADSL2+ Business Broadband 100GB
- ✓ ADSL2+ Business Broadband 250GB
- ✓ ADSL2+ Business Broadband 500GB
- ✓ ADSL2+ Business Broadband 1TB
- ✓ NBN Internet 50GB
- ✓ NBN Internet 100GB
- ✓ NBN Internet 250GB
- ✓ NBN Internet 500GB
- ✓ NBN Internet 1TB

Phone

- ✓ Business Fixed Voice
- ✓ Voice on the NBN
- ✓ Business Bundle Plans
- ✓ NBN Bundle Plans
- ✓ SIP Trunks
- ✓ Hosted PBX

Cloud




- ✓ Website & Email Hosting
- ✓ Domain Registration
- ✓ Office 365
- ✓ Remote Apps
- ✓ Cloud Servers



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INTERNET



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ADSL2+ Broadband

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your ADSL2+ Business Broadband plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid Asynchronous Data Subscriber Link (ADSL) internet service. It gives you access to our network and allows you to download and upload data.

MINIMUM TERM

The minimum term is 12 months.

What's Included and Excluded?

Your ADSL service includes:

- Static IP Address

Your monthly Broadband Allowance will depend on the plan you choose:

Monthly Plan	Allowance
Bilby	50GB
Platypus	100GB
Koala	250GB
Wallaby	500GB
Kangaroo	1TB

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes.

Information about pricing.

Your minimum monthly charge will depend on the plan you choose:

Monthly Plan Cost

Monthly Plan	Cost
Bilby	\$75
Platypus	\$95
Koala	\$110
Wallaby	\$120
Kangaroo	\$150



The total minimum amount that you will pay will depend on the plan you choose and the length of your contract:

Monthly Plan	Total Cost (12 months)
Bilby	\$900
Platypus	\$1140
Koala	\$1320
Wallaby	\$1440
Kangaroo	\$1800

The cost of Included Data on your monthly plan is as follows;

Monthly Plan	Cost per GB
Bilby	\$1.50
Platypus	\$0.95
Koala	\$0.44
Wallaby	\$0.24
Kangaroo	\$0.15

Excess data used will be charged at \$0.008 per MB in 1 Megabyte Increments.

CONNECTION CHARGE

If you already have an active ADSL service, you may be eligible for a "fast churn". In this case we will be able to transfer your service to us quicker.

If your current supplier does not participate in the fast churn process, then we will need to activate your service as a new connection. We will charge you a fast churn fee of \$44. If your premises does not or has never had an ADSL connection we will not charge you a connection fee.

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of \$121.

Other Information

AVAILABILITY

ADSL2+ is not available to customers in all areas. In addition, it is important to note that "Fastest" Business Broadband will deliver speeds of up to 20Mbps/1Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges.

BROADBAND SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business ADSL service on the date you ask for, but this might not always be possible.

If there has been a previous working business ADSL service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or

anywhere in between, then we aim to connect the service within five working days of your request.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

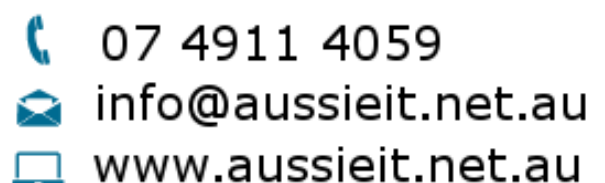
WE'RE HERE TO HELP

If you have any questions, just call us on SP Contact Number so we can serve you better. Or you can visit us at SP Web Address for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.aussieit.net.au>

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>



NBN Internet 50GB

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your NBN 50GB Broadband Internet plan.

It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

We will check this for you and confirm NBN service availability.

MINIMUM TERM

The minimum term of the plan is 24 months.

What's Included and Excluded?

You receive 50GB of Data Allowance each month and both Uploads and Downloads are counted towards your usage for that billing period.

Once you have used your data allowance for each month excess usage charges will apply. Quota not used in a month is not carried forward to the next month. There is no peak or off peak restriction on your usage.

Usage means monthly upload and download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is counted towards your usage allowance.

Information about pricing

Your minimum monthly charge is dependant on the plan you choose:




Speed	Monthly Fee (PAYG)	Cost per GB
25Mb/5Mb	\$65	\$1.30
50Mb/20Mb	\$75	\$1.50
100Mb/40Mb	\$85	\$1.70

The minimum amount you'll pay will depend on the plan you choose:

Speed	Total Cost 24 Mth	Excess Data Costs
25Mb/5Mb	\$1560	\$0.008
50Mb/20Mb	\$1800	\$0.008
100Mb/40Mb	\$2040	\$0.008

Increase or decrease in download/upload speeds will be charged at \$12.40 per change. You may only change your plan once per month.



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CONNECTION CHARGES

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service includes Service Activation (BYO modem) or a Self-Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of \$259.78 inc GST applies.

Contract Term 24 Months

Installation Fee (Self Install) FREE

Installation Fee (Professional) \$259.78 inc GST

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee of \$15.00 multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

CUSTOMER SERVICE GUARANTEE

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.




Other Information

AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.



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ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self-installation kit or \$259.78 if a technician attends site.

SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on 07 4911 4059 so we can serve you better. Or you can visit us at <http://www.aussieit.net.au> for additional information, including to access information about your usage of the service.

COMPLAINTS

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NBN Internet 100GB

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your NBN 100GB Broadband Internet plan.

It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

We will check this for you and confirm NBN service availability.

MINIMUM TERM

The minimum term of the plan is 24 months.

What's Included and Excluded?

You receive 100GB of Data Allowance each month and both Uploads and Downloads are counted towards your usage for that billing period.

Once you have used your data allowance for each month excess usage charges will apply. Quota not used in a month is not carried forward to the next month. There is no peak or off peak restriction on your usage.

Usage means monthly upload and download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is counted towards your usage allowance.

Information about pricing

Your minimum monthly charge is dependant on the plan you choose:




Speed	Monthly Fee (PAYG)	Cost per GB
25Mb/5Mb	\$75	\$0.75
50Mb/20Mb	\$85	\$0.85
100Mb/40Mb	\$95	\$0.95

The minimum amount you'll pay will depend on the plan you choose:

Speed	Total Cost 24 Mth	Excess Data Costs
25Mb/5Mb	\$1800	\$0.008
50Mb/20Mb	\$2040	\$0.008
100Mb/40Mb	\$2280	\$0.008

Increase or decrease in download/upload speeds will be charged at \$12.40 per change. You may only change your plan once per month.



 07 4911 4059
 info@aussieit.net.au
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CONNECTION CHARGES

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service includes Service Activation (BYO modem) or a Self-Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of \$259.78 inc GST applies.

Contract Term 24 Months

Installation Fee (Self Install) FREE

Installation Fee (Professional) \$259.78 inc GST

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee of \$15.00 multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

CUSTOMER SERVICE GUARANTEE

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.

Other Information

AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.



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ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self-installation kit or \$259.78 if a technician attends site.

SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on 07 4911 4059 so we can serve you better. Or you can visit us at <http://www.aussieit.net.au> for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.aussieit.net.au>

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NBN Internet 250GB

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your NBN 250GB Broadband Internet plan. It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

We will check this for you and confirm NBN service availability.

MINIMUM TERM

The minimum term of the plan is 24 months.

What's Included and Excluded?

You receive 250GB of Data Allowance each month and both Uploads and Downloads are counted towards your usage for that billing period.

Once you have used your data allowance for each month excess usage charges will apply. Quota not used in a month is not carried forward to the next month. There is no peak or off peak restriction on your usage.

Usage means monthly upload and download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is counted towards your usage allowance.

Information about pricing

Your minimum monthly charge is dependant on the plan you choose:

Speed	Monthly Fee (PAYG)	Cost per GB
25Mb/5Mb	\$85	\$0.34
50Mb/20Mb	\$95	\$0.38
100Mb/40Mb	\$115	\$0.46

The minimum amount you'll pay will depend on the plan you choose:

Speed	Total Cost 24 Mth	Excess Data Costs
25Mb/5Mb	\$2040	\$0.008
50Mb/20Mb	\$2280	\$0.008
100Mb/40Mb	\$2760	\$0.008

Increase or decrease in download/upload speeds will be charged at \$12.40 per change. You may only change your plan once per month.



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CONNECTION CHARGES

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service includes Service Activation (BYO modem) or a Self-Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of \$259.78 inc GST applies.

Contract Term 24 Months

Installation Fee (Self Install) FREE

Installation Fee (Professional) \$259.78 inc GST

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee of \$15.00 multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

CUSTOMER SERVICE GUARANTEE

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.




Other Information

AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.



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ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self-installation kit or \$259.78 if a technician attends site.

SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on 07 4911 4059 so we can serve you better. Or you can visit us at <http://www.aussieit.net.au> for additional information, including to access information about your usage of the service.

COMPLAINTS

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NBN Internet 500GB

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your NBN 500GB Broadband Internet plan. It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

We will check this for you and confirm NBN service availability.

MINIMUM TERM

The minimum term of the plan is 24 months.

What's Included and Excluded?

You receive 500GB of Data Allowance each month and both Uploads and Downloads are counted towards your usage for that billing period.

Once you have used your data allowance for each month excess usage charges will apply. Quota not used in a month is not carried forward to the next month. There is no peak or off peak restriction on your usage.

Usage means monthly upload and download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is counted towards your usage allowance.

Information about pricing

Your minimum monthly charge is dependant on the plan you choose:




Speed	Monthly Fee (PAYG)	Cost per GB
25Mb/5Mb	\$115	\$0.23
50Mb/20Mb	\$125	\$0.25
100Mb/40Mb	\$135	\$0.27

The minimum amount you'll pay will depend on the plan you choose:

Speed	Total Cost 24 Mth	Excess Data Costs
25Mb/5Mb	\$2760	\$0.008
50Mb/20Mb	\$3000	\$0.008
100Mb/40Mb	\$3240	\$0.008

Increase or decrease in download/upload speeds will be charged at \$12.40 per change. You may only change your plan once per month.



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CONNECTION CHARGES

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service includes Service Activation (BYO modem) or a Self-Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of \$259.78 inc GST applies.

Contract Term 24 Months

Installation Fee (Self Install) FREE

Installation Fee (Professional) \$259.78 inc GST

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee of \$15.00 multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

CUSTOMER SERVICE GUARANTEE

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.

Other Information

AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.



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ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self-installation kit or \$259.78 if a technician attends site.

SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on 07 4911 4059 so we can serve you better. Or you can visit us at <http://www.aussieit.net.au> for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.aussieit.net.au>

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>



NBN Internet 1TB

CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your NBN 1TB Broadband Internet plan.

It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

We will check this for you and confirm NBN service availability.

MINIMUM TERM

The minimum term of the plan is 24 months.

What's Included and Excluded?

You receive 1TB of Data Allowance each month and both Uploads and Downloads are counted towards your usage for that billing period.

Once you have used your data allowance for each month excess usage charges will apply. Quota not used in a month is not carried forward to the next month. There is no peak or off peak restriction on your usage.

Usage means monthly upload and download data transfer, 1 Gigabyte = 1024 Megabytes. Uploaded data is counted towards your usage allowance.

Information about pricing

Your minimum monthly charge is dependant on the plan you choose:

Speed	Monthly Fee (PAYG)	Cost per GB
25Mb/5Mb	\$145	\$0.15
50Mb/20Mb	\$155	\$0.16
100Mb/40Mb	\$165	\$0.17

The minimum amount you'll pay will depend on the plan you choose:

Speed	Total Cost 24 Mth	Excess Data Costs
25Mb/5Mb	\$3480	\$0.008
50Mb/20Mb	\$3720	\$0.008
100Mb/40Mb	\$3960	\$0.008

Increase or decrease in download/upload speeds will be charged at \$12.40 per change. You may only change your plan once per month.

CONNECTION CHARGES

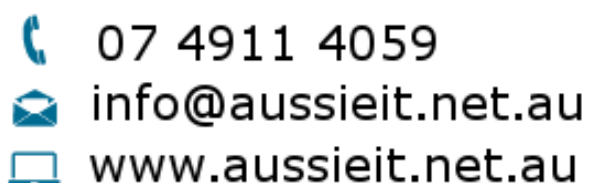
A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service includes Service Activation (BYO modem) or a Self-Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of \$259.78 inc GST applies.

Contract Term 24 Months

Installation Fee (Self Install) FREE

Installation Fee (Professional) \$259.78 inc GST



If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

EARLY TERMINATION

There is an early termination fee (ETF). If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee of \$15.00 multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

CUSTOMER SERVICE GUARANTEE

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.

Other Information

AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.



We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

ETHERNET SPEEDS

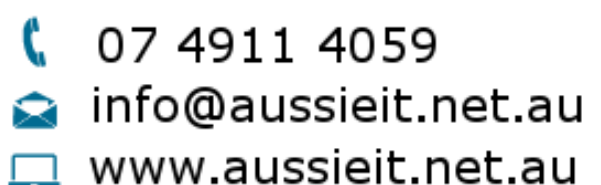
Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self-installation kit or \$259.78 if a technician attends site.

SERVICE AND PLAN CHANGES

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