

## Critical Information Summary



### Ozot NBN Internet Plans

## Information about the Service

This service is an internet service over the nbn™ network. To be eligible for this internet service your premises will have to be in an nbn™ FTTN, FTTC, FTTP, FTTB, HFC, or Fixed Wireless area. Your premises will have to be in a state that we are available in. We do not offer internet services over nbn™ satellite.

Plan	Iron Plan – nbn™ 12/1	Bronze Plan – nbn™ 25/10	Silver Plan – nbn™ 50/20	Gold Plan – nbn™ 100/40
Monthly Charge	\$59/month	\$69/month	\$79/month	\$109/month
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Once Off Fees	\$5 - NBN Remote Switching Fee (Already 'connected to the nbn™ broadband access network') or \$300 - NBN New Development charge	\$5 - NBN Remote Switching Fee (Already 'connected to the nbn™ broadband access network') or \$300 - NBN New Development charge	\$5 - NBN Remote Switching Fee (Already 'connected to the nbn™ broadband access network') or \$300 - NBN New Development charge	\$5 - NBN Remote Switching Fee (Already 'connected to the nbn™ broadband access network') or \$300 - NBN New Development charge
Public IP address	Included	Included	Included	Included
Contract Terms	No lock-in contract	No lock-in contract	No lock-in contract	No lock-in contract
Equipment	B.Y.O Router/Modem or Purchase Router/Modem	B.Y.O Router/Modem or Purchase Router/Modem	B.Y.O Router/Modem or Purchase Router/Modem	B.Y.O Router/Modem or Purchase Router/Modem
Speed	nbn™ 12/1	nbn™ 25/10	nbn™ 50/20	nbn™ 100/40
Typical Evening	Up to 12/1	Up to 25/10	Up to 50/20	Up to 100/40

Speed (7 – 11PM)				
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**Equipment Required:** If you are in an nbn™ FTTC, FTTP, HFC, or Fixed Wireless area then you will require a Router to connect to our nbn™ internet service. If you are in an nbn™ FTTN or FTTB area then you will require a Modem and a Router to connect to our nbn™ internet service. On sign up you are able to purchase the required equipment from us. If your premises is not nbn™ ‘Ready to connect’ then nbn™ may require a technician to visit your premises to install nbn™ Infrastructure, you or an authorised person over 18 years of age will be required to be home on the day of the installation for a technician visit.

**Phones:** We do not sell any voice or VoIP services. If you have a landline phone then we advise that you port your landline number over to a VoIP provider. We strongly advise that your landline phone is tested and confirmed working on your VoIP provider before moving your nbn™ connection to us. VoIP will function over our nbn™ internet service.

<b>Causes that affect your internet speeds</b>	
<b>nbn™ Access Technology</b>	<b>Cause</b>
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Home Wifi throughput
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Home Switch throughput
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Home Router throughput
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	In Home wiring
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	nbn™ CVC contention ratios
FTTN, FTTC, and FTTB	nbn™ copper cabling length
Fixed Wireless	nbn™ Fixed Wireless Sector Antenna(s) contention ratios
Fixed Wireless	nbn™ Fixed Wireless Tower Backhaul
Fixed Wireless	nbn™ available Spectrum
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	IP Transit contention ratios
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Backhaul contention ratios
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	nbn™ Backhaul contention ratios
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Misconfigured equipment (MTU)
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Interface & Cabling errors
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	nbn™ Interface & Cabling errors
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Equipment software bugs
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Equipment CPU utilisation
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	Speedtest server location and throughput
FTTN, FTTC, FTTP, FTTB, HFC, and Fixed Wireless	+ More

**Internet Speeds:** As you can see there are a lot of different variables that may affect your internet speeds. Due to there being so many different variables we are only comfortable saying that you will reach ‘Up to’ your internet speeds.

If you want guaranteed bandwidth 24/7 then you require an Enterprise TC-2 solution. Enterprise solutions should have a contention ratio of 1:1 throughout the nbn™ network. You would also require them to provide a 1:1 contention ratio on their IP Transit to guarantee bandwidth. Enterprise solutions are very costly and are not economically viable for the average consumer. We do not sell any Enterprise solutions.

**Alarms:** Before switching to the nbn™ please contact your alarm provider to assess whether your alarm is compatible with an nbn™ service. If you have any medical alarms, security alarms, etc then the responsibility is on you as the customer to make sure these devices will function once you have your nbn™ connection with us. Please be aware that these alarm systems might use a landline number and in this case you will have to port the landline number to a VoIP provider. Some of them might require a Public IP address and port forwarding to function.

**Fax:** We do not sell any fax services. If you have a fax line then we advise that you port your fax line over to a FoIP provider.

**Priority Assistance:** We do not offer priority assistance.

## **Other Information**

**Business name:** Ozot

**ABN:** 57 619 004 009

**Technical Support:** Log a ticket through our portal or email [support@ozot.com.au](mailto:support@ozot.com.au)

**General Enquires:** [contact@ozot.com.au](mailto:contact@ozot.com.au)

**Complaint:** [complaint@ozot.com.au](mailto:complaint@ozot.com.au)

Please email [complaint@ozot.com.au](mailto:complaint@ozot.com.au) if you have a complaint that needs to be resolved.

**Further Options:** If you are not satisfied with our handling of your complaint you may make a complaint to the Telecommunications Industry Ombudsman (TIO).