Critical Information Summary
nbn™ Internet Plans

Service to be provided: Uses nbn™ infrastructure to deliver internet to your premises.

nbn™ Plan	Iron nbn™ 12/1	Bronze nbn™ 25/10	Silver nbn™ 50/20	Gold nbn™ 100/20	Platinum nbn™ 100/40
Monthly Charge	$69/month	$79/month	$89/month	$109/month	$119/month
Monthly Data Allowance	Unlimited				
Public IP address	Included	Included	Included	Included	Included
Minimum Monthly Charge	$69	$79	$89	$109	$119
Maximum Monthly Charge	$69	$79	$89	$109	$119
Setup Cost	$0	$0	$0	$0	$0
Early Termination Charge	$0	$0	$0	$0	$0
Minimum Term (Months)	1	1	1	1	1
Speeds	12/1	25/10	50/20	100/20	100/40
*Typical evening speeds (7pm – 11pm)	10Mbps	19Mbps	42Mbps	83Mbps	83Mbps

Information about the service

Ozot's nbn™ internet service uses nbn™ infrastructure (Fibre to the Node (FTTN), Fibre to the Basement (FTTB), Fibre to the Curb (FTTC), HFC, Fibre to the Premises (FTTP), or Fixed Wireless) to deliver internet to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere where nbn™ infrastructure has been rolled out. For more information visit the address checker

https://www.nbnco.com.au/connect-home-or-business/check-your-address

Equipment required

To connect to the nbn™ FTTN or FTTB network you will require a Home Modem/Router. To connect to the nbn™ FTTC, HFC, FTTP, or Fixed Wireless network you will require a Home Router. We allow customers to bring their own Home Modem/Router or they can purchase equipment from us.

How do I access the service?

Your premises will have to be connected to the nbn™ network to access these services.

New Development

If your premises is not connected to the nbn™ network then nbn™ may charge a $300 new development fee for the cost of installing physical network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an 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 sign up if this fee may apply.

Important note for FTTN, FTTB, and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to a VoIP phone service or you will lose your current landline phone connection.

- You may find that all the phone sockets within your premises are disabled.

- If you have more than one phone line into your property, you can opt for nbn™ on one line, and to keep your landline on the other, for a service fee of $300. Be aware that this second line will be shut down in 18 months from the time nbn™ went live in your area.

Landline phones

We do not sell any voice or VoIP services. If you have a landline phone and want to keep its number 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 before moving your nbn™ connection to us. VoIP will function over our nbn™ internet service.

Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an nbn™ internet service.

Fax

We do not sell any fax services. If you have a fax line and want to keep it then we advise that you port your fax line over to a FoIP provider before moving your nbn™ connection to us.

Minimum term of the service

This service is month-to-month with no fixed term.

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rata refunds on plan downgrades.

Exit fee

There are no exit fees for this service.

Setup fee

There is no setup fee for this service.

Priority assistance

We do not offer priority assistance.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just send us an email, log a fault via our portal, message our chat, or give our support number a call.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more information, see https://ozot.com.au/terms-and-conditions#Complaint .

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 .

Ozot

Email: contact@ozot.com.au