

| | Starter Up to 25/10 Mbps | Intermediate Up to 50/20 Mbps | Essential Up to 100/40 Mbps | Faster speeds Up to 1000/500 Mbps |
|---|---------------------------------------|--|---------------------------------------|--|
| Monthly price | \$65 p/m | \$75 p/m | \$95 p/m | Prices on request |
| Minimum cost | | | | |
| No Contract | \$65 | \$75 | \$95 | On request |
| Monthly data allowance | Unlimited | Unlimited | Unlimited | Unlimited |
| Optional Services | | | | |
| VoIP single line (Monthly) (unlimited local, national, mobile calls) | \$44 | \$44 | \$44 | \$44 |
| Static IPV4 Address | Free | Free | Free | Free |
| Reverse DNS RDNS (Once off setup fee) | \$20 | \$20 | \$20 | \$20 |

Wireless speeds will be lower as there is generally higher congestion on these networks.

Service information

Your plan only includes an internet service with a fixed IP address.

Optional services and products are available.

Service availability

Service may not be available to all areas, homes, businesses or customers. The type of service offered (the NBN™ network) may be subject to further qualification checks to determine what is available at your location.

NBN Speeds

NBN™ speeds may vary due to a number of factors including;

- Type of technology available at your premises (FTTB or FTTN or Fixed Wireless)
- Network capacity
- Setup i.e: location of the modem and how the internet is used in your business.
- How the device is connected i.e: Wi-Fi or ethernet cable

The typical minimum speeds between 7pm – 11pm fall within 20% of advertised speeds however this is dependent on the above factors. NBN Fixed

Additional Charges

If you require a modem/router or onsite installation help, please contact us and this can be quoted to suit your business needs.

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|---|---|
| Greenfields installation fee | If you have a new premises that hasn't been connected to NBN before you may incur a \$300 setup fee charged by NBN. You will be notified beforehand if this fee is applicable to you. |
| Incorrect Call Out Charge | Truck roll required - \$300 per hour for first 2 hours then \$100 per hour for every hour thereafter |
| Incorrect Call Out Charge | No Truck roll required/No fault found - \$220 |
| <ul style="list-style-type: none"> • Late cancellation • Missed appointment • Order withdrawal | \$99 |

Other Information

Billing and payment charges

We use paperless billing and electronic payments however if required for accessibility paper ones can be mailed out. Bills will be emailed on the 1st of each month to your nominated email address.

Overdue accounts will be terminated and may be referred for debt collection and you are advised that additional collection fees will be added to all overdue amounts.

Fair Use Policy

Your use of a service is unreasonable if you use a service in a way considered to:

- Be fraudulent or in contravention of any relevant laws (Commonwealth, State or Territory law)
- Contrary to the way we intended the service to be used (“unintended use”). Unintended use means using the service in a way a reasonable person would not regard as ordinary.
- Cause significant network congestion or disruption or adversely affect the network, a supplier’s network or adversely affect another person’s use or access.
- Resale of the service

We are here to help

General information, complaints and disputes

Please contact us on 0423 696 323 if you have questions about your service, connection, technical support or if you have a complaint or dispute. Alternatively, you can contact us by emailing support@toukleytech.au

Further Investigation

If we can’t resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 at www.tio.com.au/about-us/contact-us