

TasmaNet Friends & Family nbn™

INFORMATION ABOUT THE SERVICE

WHAT IS THE SERVICE?

TasmaNet Friends & Family nbn™ services use nbn™ Fixed Line (FTTN, FTTC, FTTB, FTTP) and Fixed Wireless network connection technology to deliver broadband internet services to customer premises.

AVAILABILITY

Services are available within selected nbn™ ready service areas and using some nbn™ connection types. Check your service availability at www.tasmanet.com.au/connect/internet/business-grade-nbn.

Service Availability by nbn™ Connection Type

SERVICE NAME	SPEED (Mbps)	CONTENTION RATIO	AVAILABILITY BY nbn™ CONNECTION TYPE				
			FIXED WIRELESS	FTTN	FTTC	FTTB	FTTP
Friends & Family 50	50/20	200:1	YES	YES	YES	YES	YES
Friends & Family 100	100/40	200:1		YES	YES	YES	YES
Friends & Family 250	250/100	200:1				YES	YES

HARDWARE, EQUIPMENT, AND WARRANTY

TasmaNet Friends & Family nbn™ services include a pre-configured WiFi router/modem and fast setup instructions. On site installation by TasmaNet or one of our accredited Service Partners will incur an additional charge. The TasmaNet Service Desk is not able to provide support for non-TasmaNet supplied or approved equipment. All supplied equipment is covered by the manufacturer's warranty.

MINIMUM TERM

TasmaNet Friends & Family nbn™ services are month-to-month with no minimum term. Services can be cancelled with 30 days notice. Charges already paid are forfeited on cancellation.

INCLUDED FEATURES

TasmaNet Friends & Family nbn™ services include unlimited data allowances and a Wi-Fi modem.

OTHER SERVICES

TasmaNet Friends & Family nbn™ services are not designed to be bundled with our other digital services and are not suited for business connectivity. We recommend the range of TasmaNet Business Grade nbn™ services for this purpose. Visit www.tasmanet.com.au/connect/internet/business-grade-nbn or call us on 1300 792 711 for more information.

INFORMATION ABOUT PRICING

MONTHLY CHARGES AND MINIMUM COST

SERVICE NAME	MONTHLY DATA	SETUP FEE	MONTHLY CHARGE	MINIMUM TERM	MINIMUM COST
Friends & Family 50	Unlimited	\$99	\$70	1 month	\$169
Friends & Family 100	Unlimited	\$99	\$110	1 month	\$209
Friends & Family 250	Unlimited	\$99	\$250	1 month	\$349

SETUP FEE

TasmaNet Friends & Family nbn™ services incur a \$99 setup fee. This fee may be charged prior to service activation.

NBNCo INSTALLATIONS AND NBNCo CONNECTION CHARGES

You may require an NBN Co technician appointment and NBN Co equipment installation to access the nbn™ network. If you are in a new development area and not already connected to the nbn™, a New Development Charge may also be applied by NBN Co. Applicable charges will be itemised on your service order form prior to purchase and may be charged prior to service activation.

Your nbn™ connection may require you to transfer to an internet (IP) phone service to avoid losing your current landline phone connection. Ask your TasmaNet Account Manager for more information.

OTHER INFORMATION

INVOICES AND PAYMENT

TasmaNet Friends & Family nbn™ services are billed monthly in advance. Services must be paid by scheduled electronic payment method (or by credit card only if purchased via our website). Services are not invoiced and will be charged to your nominated payment method on the 1st of every month. A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy. Full TasmaNet Terms of Service are available at www.tasmanet.com.au/legal.

EXCESS USAGE AND USAGE INFORMATION

TasmaNet Friends & Family nbn™ services include an unlimited data allowance. Use of the service is subject to our Acceptable Use policy which can be accessed at www.tasmanet.com.au/legal. Contact us on 1300 792 711 for information about your service usage.

SERVICE SPEED AND CONTENTION RATIOS

'Speed' refers to the maximum theoretical download and upload speeds that can be delivered over the nbn™ for each service. Speeds can be affected by factors within our control, such as the Contention Ratio of the service, and factors beyond our control, such as the content being downloaded by the end-user, your distance and the quality of the copper from the node or basement for FTTN and FTTB services, the location of your Wi-Fi router/modem, and the number of connected devices running through your router at the same time. Speeds may be impacted by network congestion on the nbn™ Fixed Wireless network.

TasmaNet publishes the Contention Ratio for each nbn™ service we offer so that you can select a service that meets your expectations. The lower the ratio, the fewer subscribers sharing the connection bandwidth and a reduced likelihood that speeds will slow if many subscribers use data simultaneously.

TasmaNet will not activate services on nbn™ wholesale speed tiers above those that the nbn™ indicates can be achieved over the customer's connection. TasmaNet will also provide remedies to customers not able to achieve expected service speeds, including the opportunity to move to an alternate service or to cancel the service within the minimum term without penalty.

CUSTOMER SERVICE

TasmaNet Friends & Family nbn™ services are offered on a 'best effort' basis. This means that we do everything we can to ensure the service is available 100% of the time but do not guarantee service availability. TasmaNet nbn™ Service Level information can be viewed at www.tasmanet.com.au/legal.

You can contact our Service Desk on 1300 792 711 or by emailing servicedesk@tasmanet.com.au.

Service Desk operating hours and service status updates can be found at www.tasmanet.com.au/support.

Fault notifications lodged out of Service Desk operating hours will be actioned when the next business day commences.

Friends & Family nbn™ services are also sold by TasmaNet accredited Service Partners who provide quality local service to their customers. Service Partner contact information can be located at www.tasmanet.com.au/partners.

DISPUTE RESOLUTION PROCESS

If you are dissatisfied with your service you can contact us on 1300 792 711 or follow the dispute resolution process outlined at www.tasmanet.com.au/feedback.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of the dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at www.tio.com.au.