

TasmaNet Friends & Family Internet – Month to Month

INFORMATION ABOUT THE SERVICE

WHAT IS THE SERVICE?

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

AVAILABILITY

Check service availability at your address by visiting www.tasmanet.com.au.

Service Availability by nbn™ Connection Type

SERVICE NAME	nbn SPEED TIER ¹	CONTENTION RATIO	AVAILABILITY ²			
			FIXED WIRELESS	HFC	FTTN/C/B	FTTP
Friends & Family Fixed Wireless Plus	FW+	200:1	YES			
Friends & Family 50	50/20	200:1		YES	YES	YES
Friends & Family 100	100/40	200:1		YES	YES	YES
Friends & Family 250	250/100	200:1				YES

HARDWARE, EQUIPMENT, AND WARRANTY

Friends & Family Internet services require a suitable WiFi router/modem. You can purchase a modem from TasmaNet or supply your own. If you choose to supply your own modem you are responsible for ensuring that the device meets the required standard, and is installed and configured correctly. You also acknowledge that the TasmaNet Service Desk is not able to provide support for non-TasmaNet supplied or approved equipment. TasmaNet supplied equipment is covered by the manufacturer's warranty. Optional on site installation by TasmaNet or one of our accredited partners will incur an additional charge. One off charges, such as modem purchase or installation, may be applied prior to service activation.

MINIMUM TERM

Friends & Family Internet (month to month) services have a 1 month minimum term.

INCLUDED FEATURES

Friends & Family Internet services include unlimited data allowances.

OTHER SERVICES

Friends & Family Internet services are not designed to be bundled with our other digital services and are not suited for business connectivity. We recommend TasmaNet Business Internet or Enterprise Ethernet services for this purpose. Visit www.tasmanet.com.au/connect/internet for more information.

INFORMATION ABOUT PRICING

MONTHLY CHARGES AND MINIMUM COST

SERVICE NAME	MONTHLY DATA	SETUP FEE	MONTHLY CHARGE	MINIMUM TERM	MINIMUM COST	EXIT FEE
Friends & Family Fixed Wireless Plus	Unlimited	\$0	\$79	1 month	\$79	\$0
Friends & Family 50	Unlimited	\$0	\$79	1 month	\$79	\$0
Friends & Family 100	Unlimited	\$0	\$100	1 month	\$100	\$0
Friends & Family 250	Unlimited	\$0	\$250	1 month	\$250	\$0

SERVICE CANCELLATION AND EXIT FEES

Service cancellation requires 30 days notice and any charges already paid are forfeited on cancellation.

SETUP FEE, NBN INSTALLATIONS AND NBN CONNECTION CHARGES

TasmaNet does not charge a setup fee for Friends & Family Internet services. You may require an **nbn** approved technician appointment and **nbn** equipment installation to access the **nbn**TM network. If you are in a new development area and not already connected to the **nbn**TM broadband access network, a New Development Charge may also be applied by **nbn**. Applicable charges will be itemised on your service order form prior to purchase and may be charged prior to service activation.

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

OTHER INFORMATION

INVOICES AND PAYMENT

Friends & Family Internet 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. You can find full TasmaNet terms at www.tasmanet.com.au/legal.

EXCESS USAGE AND USAGE INFORMATION

Friends & Family Internet 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.

¹ SERVICE SPEED AND CONTENTION RATIOS

'Speed Tier' refers to the maximum theoretical download and upload speeds that can be delivered over the **nbn**TM wholesale speed tier used 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, FTTC, 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.

The **nbn**TM Fixed Wireless Plus wholesale tier aims to deliver the maximum potential wholesale speed the network is capable of delivering at the time of use, however actual service speeds may be impacted by network congestion on the **nbn**TM Fixed Wireless network and no performance guarantee is offered.

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

² SERVICE AVAILABILITY AND PERFORMANCE

TasmaNet will not activate services on **nbn**TM wholesale speed tiers if actual service performance is unlikely to meet the customer's expectation. TasmaNet will also provide remedies to customers not able to achieve expected service performance, including the opportunity to move to an alternate service or to cancel the service without penalty. Contact us on 1300 792 711 for more information.

CUSTOMER SERVICE

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/about-us/support. Fault notifications lodged out of Service Desk operating hours will be actioned when the next business day commences unless a customer has purchased an optional enhanced Service Level Agreement (eSLA). Friends & Family Internet services are also sold and supported by TasmaNet accredited partners who provide quality local service to their customers.

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/legal/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.