

# Critical Information Summary

## Gnet Live: Personal NBN

### The Service

The Gnet Live Personal NBN plans are a broadband internet service offering fast speed Internet access with unlimited data.

Plan	Blue 25	Blue 50	Blue 100	Blue 250
Minimum monthly charge	\$70	\$80	\$100	\$130
NBN Speed Tier	25/5Mbps	50/20Mbps	100/20Mbps	250/25Mbps
Typical Evening Speeds	20Mbps	42Mbps	75Mbps	200Mbps
Available on which NBN Technology	ALL	ALL	ALL - Except Fixed Wireless	FTTP and HFC only Limited POI's
Monthly Included Data Allowance	Unlimited data			
Once off connection fee	\$50			
Optional Router	\$150			
Minimum Term	1 Month			
Minimum charge for first month	\$120	\$130	\$150	\$180

### Mandatory Components

To receive our NBN service your business will need to be within an NBN coverage area (excluding satellite or fixed wireless). You can check your location by contacting us. Your business may require an NTD (network termination device) to be installed if it has not been already, which may incur a \$300 NBN new connection fee.

### Equipment Required

For services that are on a VDSL hand over (FTTN/FTTB) a VDSL modem is required. For services with an Ethernet hand over (FTTP/FTTC/HFC) an Ethernet router is required. Gnet Live can supply a suitable router for \$150.

### Minimum Term

The service is available with a minimum term of 1 month.

### Important Conditions

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

### Inclusions & Exclusions

Non-commercial purposes: The service is for residential consumers and used for personal or domestic purposes only.

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility. Additional charges may apply if internal cable needs repairing/replacing.

### Early Termination Charges

All plans have a minimum duration of 1 month. If you are unhappy with your service then you may terminate your service and only pay for the first month and the setup fee.

## Enquires, Feedback and Complaints

We are committed to providing you with excellent service. Please contact us by calling 02 4977 3000 or via our website <https://gnet.live> if you have any questions.

## Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after contacting us you may contact the TIO for independent mediation. If you wish to contact the TIO, you can do so as follows:

- Phone: 1800 062 058
- Fax: 1800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>

Full Terms and Conditions available at <https://gnet.live/legal>



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