

## TasmaNet Friends & Family Internet

### 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

Services are available within selected nbn™ ready service areas and using some nbn™ connection types. Check your service availability at [www.tasmanet.com.au](http://www.tasmanet.com.au).

#### Service Availability by nbn™ Connection Type

SERVICE NAME	SPEED <sup>1</sup>	CONTENTION RATIO	AVAILABILITY BY nbn™ CONNECTION TYPE <sup>2</sup>				
			FIXED WIRELESS	FTTN	FTTC	FTTB	FTTP
Friends & Family FW Plus	FW+	200:1	YES				
Friends & Family 50	50/20	200:1		YES	YES	YES	YES
Friends & Family 100	100/40	200:1		YES	YES	YES	YES
Friends & Family 250	250/100	200:1					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 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](http://www.tasmanet.com.au/connect/internet) 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 Fixed Wireless Plus	Unlimited	\$99	\$79	1 month	\$178
Friends & Family 50	Unlimited	\$99	\$79	1 month	\$178
Friends & Family 100	Unlimited	\$99	\$100	1 month	\$199
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.

## NBN INSTALLATIONS AND NBN CONNECTION CHARGES

You may require an **nbn** approved technician appointment and **nbn** equipment installation to access the **nbn**<sup>TM</sup> network. If you are in a new development area and not already connected to the **nbn**<sup>TM</sup> 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**<sup>TM</sup> 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**<sup>TM</sup> 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](http://www.tasmanet.com.au/legal).

### EXCESS USAGE AND USAGE INFORMATION

TasmaNet Friends & Family **nbn**<sup>TM</sup> 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](http://www.tasmanet.com.au/legal). Contact us on 1300 792 711 for information about your service usage.

### <sup>1</sup> SERVICE SPEED AND CONTENTION RATIOS

'Speed' refers to the maximum theoretical download and upload speeds that can be delivered over the **nbn**<sup>TM</sup> wholesale speed tier 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.

**nbn**<sup>TM</sup> Fixed Wireless Plus 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**<sup>TM</sup> Fixed Wireless network.

TasmaNet publishes the Contention Ratio for each **nbn**<sup>TM</sup> 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.

<sup>2</sup> TasmaNet will not activate services on **nbn**<sup>TM</sup> wholesale speed tiers above those that **nbn** indicates are likely to 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**<sup>TM</sup> services are offered on a 'best effort' basis. This means that we do everything we can to ensure the service is available but do not guarantee service availability. We recommend TasmaNet business grade Internet services if you require additional service support.

You can contact our Service Desk on 1300 792 711 or by emailing [servicedesk@tasmanet.com.au](mailto:servicedesk@tasmanet.com.au).

Fault notifications lodged out of Service Desk operating hours will be actioned when the next business day commences. Service Desk operating hours and service status updates can be found at [www.tasmanet.com.au/about-us/support](http://www.tasmanet.com.au/about-us/support).

### 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](http://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](http://www.tio.com.au).