



SpeedyTel

Critical Information Summary

Information About the Service

The service

SpeedyTel delivers high-speed broadband services to select Properties via wireless or wired technologies on a month-by-month contract.

The Service will only work in a Property which has been enabled for use with SpeedyTel internet.

Availability

SpeedyTel only operates in specific Buildings. Installation outside of enabled Buildings is not possible.

IP Addressing Allocation

Unestablished public access to devices is not possible, such as is required to run a server.

SpeedyTel allocates dynamic CGNAT IP Addressing in the Shared Address space of 100.64.0.0/10 as per IETF RFC 6598.

Important Conditions

- To use our network you need to be located within an enabled building
- Outside of our enabled buildings we are unable to provide network or internet services

Use of Network

- Commercial Use, Business Use, Resale, on-selling, bundling, sharing or external access (including free Wi-Fi stations under accounts) is not permitted.
- Devices connected to our network will not be permitted to directly transmit data between each other except via the public Internet.

Actual throughput speeds may be slower and could vary due to various factors. Testing of speed can be made at any time by visiting <https://fast.com>.

Information About Pricing

Minimum Monthly Charge

SpeedyTel plans are for a monthly period paid in advance. All plans will automatically renew unless cancelled via the SpeedyTel Portal or by contacting the SpeedyTel helpdesk before the time of renewal. Not all plans are available at all locations.

NOTE: At some locations a connection fee from the carrier will be passed through at cost. A once-off VostroNet™ or NBNet™ New Development Charge may apply if your premises is identified by NBNet™ or VostroNet™ as being within the site boundary of a new development. Any costs associated with carrier connection fees will be stated at time of sign up.

- BASIC 50/20mbps
 - Typical evening speed: 47.3mbps
 - Unlimited Data
 - No Lock-In, Pay As You Go
 - \$75.00 inc GST per Month
 - \$0 New Plan Set Up Fee
 - Total Minimal Price is \$75.00 inc GST
- EVERYDAY 100/20mbps
 - Typical evening speed: 96.4mbps
 - Unlimited Data
 - No Lock-In, Pay As You Go
 - \$99.00 inc GST per Month
 - \$0 New Plan Set Up Fee
 - Total Minimal Price is \$99.00 inc GST
- SPEEDY 250/25mbps
 - Typical evening speed: 241.0mbps
 - Unlimited Data
 - No Lock-In, Pay As You Go
 - \$129.00 inc GST per Month
 - \$0 New Plan Set Up Fee
 - Total Minimal Price is \$129.00 inc GST
- SUPER-SPEEDY 1,000/50mbps
 - Typical evening speed: 241.0mbps
 - Unlimited Data
 - No Lock-In, Pay As You Go
 - \$149.00 inc GST per Month
 - \$0 New Plan Set Up Fee
 - Total Minimal Price is \$149.00 inc GST

Maximum Monthly Charge

All plans include unlimited data and therefore the maximum monthly charge will not exceed the amounts referred to above.

Auto Renewal of Plan

On the same day of each month, you will be billed in advance for the minimum monthly charge. Your invoice will be sent to the account holders email address once the transaction has been completed.

Early Termination Charges

SpeedyTel does not charge an Early Termination Charge (ETC) when cancelling a plan.



Changing Plans

SpeedyTel plans can be changed via the SpeedyTel Portal. You may change your plan to a different value plan at any time during your term for immediate use or scheduled for the next term period. Any new plan selected with a higher value will incur the cost associated with the selected plan.

Please refer to the Communications Alliance Broadband Education Package, available at:
<https://www.commsalliance.com.au/BEP>

Other Charges

If the account holder has lodged a fault causing the dispatch of an onsite technician and no fault can be found or the fault is caused by the customer's equipment, a fee of \$165 per hour (minimum 1 hour) may be charged to the account holder by SpeedyTel.

Additional Information

Usage Information

A data usage report can be downloaded per device via the SpeedyTel Portal or by contacting the SpeedyTel Help Desk at helpdesk@speedy.tel or 03 7068 0901

Broadband Education

Enquiries, feedback and complaints

SpeedyTel aims to provide extraordinary technology services and support of our network.

Please contact SpeedyTel Help Desk at helpdesk@speedy.tel or 03 7068 0901 if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

SpeedyTel is a member of the Telecommunication Industry Ombudsman. You may view our member status at any time on the TIO website at: <https://www.tio.com.au/members/members-listing/SPEEDYTEL>

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>

