Critical Information Summary for Residential Internet
LoLow
Fibre To The Node

Information about the service

What is the service?

Launtel's internet service uses nbn infrastructure over Fibre To The Node technology to deliver broadband internet to your home. Depending on the quality of the copper line and the speed you select, this service provides speeds of up to 100Mbps. Note that speeds may be affected by such variables as your wifi and other equipment, electrical interference, nbn congestion and more.

What do I need to access the service?

If you do not already have an nbn compatible VDSL2 modem, you will need to purchase one. These are available at most computer stores or on-line. We can advise you on possible devices to purchase, please contact us.

Information about pricing

The price charged each day varies according to the speed you select for the day. When you change speed, you are charged at the highest speed for the day. All prices include GST.

Option name	Data	Speed (Mbps)			Daily Price	
		Down	Up	Typical	Regular	Discounted
Entry 25	Unlimited	25	5	25	$2.42	$1.99
Standard	Unlimited	25-50	5-20	50	$2.86	$2.28
Fast 100	Unlimited	25-100	5-40	95	$3.29	$3.00
Standby	None	0	0	0	$1.20	

- Please note that all per day pricing includes Vocus data service only.
- Discounted price above is for 180 days from when you create your account.

Further information on the Broadband Education Package can be found at www.commsalliance.com.au/BEP

Set-up fee

There is no set-up fee for this service.

Speed change fee

There is no speed change fee for this service.

New development fee

nbn may charge a $300.00 New Development Fee if you are the first connection in a newly developed area, or you are the first connection in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land e.g. demolished a single house and built a block of units. This fee may be charged regardless of existing infrastructure. Once the new development fee has been charged at an address, it will not be charged again for subsequent connections, provided the number of dwellings at that address has not increased.

Exit fee

There are no exit fees for this service.

Other charges you may have to pay for

To help cover costs of credit/debit card transactions, chargebacks and delayed refunds, we have transaction fees for small value transactions:

- There are no transaction fees for any recharge utilising PayID
- Credit/Debit Card Transactions of $100 or above are free of charge.
- A 10c fixed charge PLUS 0.89% of the value of the transfer for manual Credit/Debit Card Transactions of $99.99 or below.
- Automatic Credit/Debit Card Transactions of $99.99 or below will receive a 50% reduction of the transaction fee (mentioned above).

Managing your usage

Information regarding your usage can be obtained by browsing to https://residential.launtel.net.au/usage

Minimum term of the service

This service is charged on a daily basis with no fixed term at all. Whenever you choose to cancel your service, any credit balance on your account will stay there for future use or can be refunded.

Who is this service intended for?

It is intended for personal, home and home office use only. It is not designed or priced for commercial use (e.g. running an office or supplying services commercially).

What is / is not included?

All services come with unlimited data, subject to reasonable usage as a residential (not business) service. However please note unlimited does not mean infinite: while we will not limit your usage initially we may, after a high usage event, request that you reduce your data usage to avoid affecting other users of the network.

There are no usage based fees on this service, therefore, there are no excess usage charges.

Acceptable use policy

We require that you do not use our network to perform any illegal activities. In particular we require that you not use our network to attack or attempt to gain illicit access to other computer systems whether these are on our network or elsewhere on the Internet.

Other information

Customer service

We have an all-Australian based team who can help you with any technical support, account or sales questions. Just give us a call on 1800 LAUNTEL (1800 528 683) or message us on Facebook.

Complaints

If you are not happy with your service, we encourage you to let us know immediately. We really want you to have the best service we can provide. In lieu of a formal dispute resolution process (we're way too small for that), we encourage you to call within business hours, say you have a complaint and ask to speak to Damian Ivereigh the owner, he wants to hear what you have to say!

Ombudsman

If you are still not happy with the outcome of your complaint following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at

http://www.tio.com.au/making-a-complaint

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