

Critical Information Summary

Information about the service

Here's a quick summary of all the important information relating to this Vocus Internet Express Fibre service. Please be advised that specific pricing will be provided after completing an address service qualification.

What's Included and Excluded?

Your Vocus Internet Express Fibre Internet service includes:

- Static IP Address

You receive an Unlimited Data Allowance each month. There are no peak or off-peak restrictions on your use and no excess usage charges.

Minimum Term

36 Months

Information about pricing – Premium 1:1

Bandwidth	Monthly Cost	Install Fee	Minimum Over Term
250Mbps/250Mbps	\$349	\$0	\$12,564
500Mbps/500Mbps	\$399	\$0	\$14,364
1Gbps/1Gbps	\$699	\$0	\$25,164
2Gbps/2Gbps	\$999	\$0	\$35,964

A service qualification is required to provide final monthly price and minimum cost across the length of the contract. Must be On Net location for \$0 install – Off Net locations maybe subject to Service Linkage Charges for installation.

Connection Charge

The connection fee may be applicable for this service. This will vary based on the selected contract term.

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected, or ported to another carrier within the contract terms. Unless otherwise specified,

For full terms & conditions see the [Next Telecom Terms & Conditions](#)

Other Information

Availability

This service is not available everywhere. This service is delivered using the Telstra Fibre footprint. It is important that a service qualification test is performed before ordering this service.

Ethernet Speeds

Actual speeds you will receive will vary due to several factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

Equipment

You may use your own router provided it is compatible with our service; however, this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively, you may purchase your router from us. If you do purchase a router from us, we will support, monitor, and manage the router on your behalf.

(Note High Bandwidth throughput when purchasing equipment)

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We are here to help

If you have any questions, just call us on **1300 00 NEXT** (1300 006 398) so we can serve you better. Or you can visit us at www.nexttelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

For instructions on how to access the member portal please call us on **1300 00 NEXT** (1300 006 398) so we can serve you better.

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of September 2025