



Foxus Enterprise Ethernet (NBN EE) Critical Information Summary

Service Description

NBN Enterprise Ethernet is a service that provides customers with the highest speeds, performance and reliability.

Minimum Contract Term(s)

36 Months

Setup Fees (once-off charge incl. GST)

Fibre build contribution may be applicable.

What is included

- No Excess Usage
- 1 Static IP Address (IPv4 or IPv6) on all plans
- Unlimited download/upload

Maximum Early Termination Charge

If you cancel your service within a contract period, you will be charged 100% of your monthly charge multiplied by the months you have left in your contract period. Where you are on a month to month service, if you cancel your Service before the end of a billing period, Foxus will not credit you for any unused days remaining in your billing period.

Information about Pricing (All prices include GST)

Service Relocations

- Service needs to be available at the new location
- Early Termination Fee will be applied unless a new contract is signed for the new location
- Customer is liable for all setup costs and fibre build contribution at a new location

Cancellation Fees for In Progress Orders

Customers are liable for cancellation fees while an order is in flight. This includes relocating addresses midway through the in flight order. Fees can vary depending on the current phase of the order when the cancellation is processed.

Annual Pricing Review

Our plans include an annual price review and may increase in line with CPI each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for the full year to March quarter and any increase will be rounded to the nearest dollar and will take effect as soon as practicable after the end of the financial year, but no later than the September billing cycle. We'll let you know before any changes take effect.

Information about this service

Offer Limitations – Service Availability

Foxus' NBN Services are subject to availability and coverage. We can advise availability at your address.

Offer Conditions

- You must be the owner of the property (or have the owner's consent) before NBN is installed.
- Once you take up a service on the NBN you cannot move back to services on the existing

copper network.

- You may upgrade your speed tier or your data allowance once per month. If you upgrade the
- speed tier, the contract term will restart.
- If you downgrade your speed tier, you will be charged the Early Termination Fee.

Broadband Speeds

Broadband speeds vary due to factors including but not limited to:

- The access technology type used
- Speed plan you've chosen
- Network Capacity
- Performance of local infrastructure and cabling
- Number of users in your area
- Equipment being used
- Source and destination of content you access on the internet

Acceptable Use Policy

Usage is subject to the Acceptable Use Policy found on the Legal webpage: <https://www.foxus.com.au/legal>

Service Provider

NBN Co is the principal carrier whose network is used to provide this service. Despite this, Foxus is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

Equipment

To use the service, you require a NBN Compatible Quality of Service (QoS) enabled router. It can optionally be obtained from Foxus at an additional once off cost. Foxus supplied equipment is programmed to operate only on the Foxus service.

Billing Information

Billing Charges

Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.

Billing Date

Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum

Monthly Charge, usage charges are billed in arrears.

Service Activation Date

Service Activation Date is the date your service is set up on our system.

First Bill Charges

- Charges for part of the month from when your service was activated until the end of that billing cycle;
- The Minimum Monthly Charge in advance for the next billing cycle; and
- Any additional charges for non recurring items used during that billing period (usage charges).

Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

For information on payment options, visit: <https://www.foxus.com.au/legal/>

Pricing (matched to foxus.com.au)

Payment Method	Processing Fee
Direct Debit via Bank Account	No Fee
BPay	\$1.00 inc gst
Visa / Mastercard	2.0%
American Express / Diners Club	3.5%
Direct Deposit (EFT)	\$2.20 inc gst
If your payment is not received on or before the due date, a late payment fee may apply	\$16.50 inc gst
If a direct debit has been dishonoured by your Financial Institution you may incur a dishonour fee	\$27.50 inc gst

Other Information

Access to Usage Information

To access your call usage, please contact us by emailing support@foxus.com.au

Supplier Name and Customer Service Contact Details

Foxus Pty Ltd
ABN: 49 642 695 323
Customer Service: 1800 036 987
Opening Hours: 9am – 5:00pm AEST

If you need to contact us out of hours

Call us and leave a voicemail message or email us at support@foxus.com.au

How to Access our Complaints Handling Process

If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at <https://www.foxus.com.au/legal/>

TIO Contact Details

If you have exhausted all avenues for resolving your complaint within Foxus, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit <https://www.tio.com.au/contact-us>

Full Legal Terms and Conditions

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