



## Foxus NBN Unlimited Casual Month-by-Month Critical Information Summary

NBN Plan Speed	12/1	25/10	50/20	100/20	100/40	250/25	1000/50
Monthly Charge	\$65	\$70	\$70	\$85	\$95	\$100	\$120
Typical Evening Download Speeds	11 Mbps	25 Mbps	49 Mbps	98 Mbps	98 Mbps	246 Mbps	600 Mbps
Typical Evening Upload Speeds	0.8 Mbps	8 Mbps	16 Mbps	16 Mbps	36 Mbps	20 Mbps	41 Mbps

### Minimum Term:

Month-to-month casual contract with no lock-in period.

### Availability and Speeds:

Available in select areas. Performance varies by technology, congestion, and equipment. Advertised speeds are maximum potential, not guaranteed.

### Equipment Required:

Bring your own NBN-compatible modem/router or purchase from Foxus. Ensure it supports your NBN technology type.

### Inclusions & Exclusions:

Residential use only. Plans operate under CG-NAT. Static IP available for \$10/month (incl. GST).

### Connection Fees:

A \$300 NBN new development fee may apply. Other charges such as missed or cancelled appointments may also apply.

### Annual Price Review:

Plans may be reviewed due to CPI or supplier cost changes. We will notify customers in advance.

### Billing:

Invoices issued on the 28th each month, covering 28th to 27th. First bill may include part-month charges.

### Payments:

Accepted methods: Direct Debit, Credit Card, BPAY, Australia Post Billpay, Direct Deposit. Late

payment fee of \$10 may apply.

**Customer Complaints:**

Contact Foxus support first. If unresolved, escalate to the Telecommunications Industry Ombudsman (TIO).

**Customer Support:**

Phone: 1800 036 987 (Mon–Fri 9am–5pm AET).

Email: [support@foxus.com.au](mailto:support@foxus.com.au)