

This Critical Information Summary sets out the key information about Fibrenet Broadband Pty Ltd services. It is designed to help you compare services and understand the main charges, inclusions, limitations and conditions before you apply. This summary may not include any temporary discounts, promotions, special offers, once-off credits or value-added services that you may select or receive in connection with the service.

1. Service and Pricing Summary

Pricing summary:

Plan name	Ocean Gardens Bundle
Minimum monthly charge	\$49.95
Monthly included data	Unlimited
Download speed	Up to 1000Mbps
Upload speed	Up to 1000Mbps
Typical busy period speed	900Mbps
Minimum charge on first invoice	\$49.95
Total minimum cost	\$49.95
Maximum early termination charge	\$0
Minimum term	1 month

Notes: The total minimum cost is calculated as one month of plan rental plus any mandatory once-off fees, if applicable. If no mandatory once-off fees apply, the total minimum cost is one month of your selected plan. Where a plan is supplied on a no lock-in or month-to-month basis, no early termination fee applies. You must still pay all charges incurred up to the effective cancellation date.

2. Service Description

Fibrenet Broadband Pty Ltd provides fixed-line broadband and/or telephone services to eligible premises within selected buildings, estates, villages, communities and developments connected to our network. Depending on the premises and service selected, the service may be delivered using one or more of the following technologies:

Technology	Description
Fibre to the Premises, FTTP	Fibre is delivered to the premises or communications equipment serving the premises.
Fibre to the Building, FTTB	Fibre is delivered to the building, with the final connection delivered using existing building cabling.
VDSL / vectored copper	Broadband is delivered using copper cabling within the building or development.
VoIP telephone	A telephone service delivered over an internet connection.
Standard telephone line	A telephone service delivered over existing fixed-line infrastructure where available.

The service is delivered to the **network boundary point** for your premises. The network boundary point may be the data port, wall plate, optical network terminal, communications cabinet, MDF, IDF, building distribution point or another point notified to you.

The performance of Wi-Fi, in-home networking, internal cabling, customer devices and customer-supplied routers is not part of the broadband service delivered to the network boundary point.

For non-nbn services:

This service is not an nbn service. It is supplied using Fibrenet Broadband Pty Ltd, Interphone, Fibrenet Group, private fibre, building, estate or fixed-line network infrastructure, as applicable.

For nbn services, if applicable:

This service is supplied using the nbn network. Availability, speed tiers, connection requirements, installation charges and service performance may depend on the nbn technology available at your premises.

3. Availability

This service is only available at eligible premises connected to a supported Fibrenet Broadband Pty Ltd, Interphone or Fibrenet Group network. You can check availability by:

Website fibrenetbroadband.com.au
Phone 1300 380 130
Email support@fibrenetbroadband.com.au

Service availability may depend on the building, estate, cabling, network capacity, technology type, property owner arrangements, existing service status and any required installation or activation work. Some plans or speed tiers may only be available at selected locations or on selected network technologies.

4. Requirements

To use the broadband service, you will need a compatible router or gateway. You may either:

Purchase a router from us

We may supply and configure a compatible router for use with your service.

Bring your own router

You may use your own compatible router, provided it supports the service type and speed selected.

Customer-supplied equipment must be compatible with the service. Routers supplied by other internet service providers may be locked, incompatible or unsuitable.

If you use your own equipment, we may provide general configuration guidance, but we are not responsible for the performance, support, warranty or replacement of customer-supplied equipment.

To receive the highest plan speeds, your router, cabling, Ethernet ports, Wi-Fi standard and connected devices must support the selected speed tier. Very high-speed plans may require 2.5Gbps, 10Gbps or other higher-capacity equipment.

5. Setup Fees, Equipment and Other Charges

Setup and activation fees

Item	Charge	When it applies
Standard activation fee	INCLUDED	
New development fee	INCLUDED	
Standard installation	INCLUDED	
Non-standard installation	Quoted	Where additional cabling, labour, civil works or network work is required.

Equipment

Equipment	Charge	Notes
Wi-Fi router	\$149	Nokia Beacon 4
Delivery fee	\$30	Express Post

Equipment supplied by us is covered by the applicable manufacturer warranty. Warranty does not cover physical damage, misuse, liquid damage, electrical surge damage, unauthorised modification or damage caused by customer equipment.

Other charges

Item	Charge	Notes
Public IPv4 address / static IP	\$10 per month	Optional, subject to availability.
Call-out charge	\$165 per hour	Applies where an on-site attendance is requested and the fault is caused by customer equipment, customer cabling, customer damage or no fault is found with our network.
Missed appointment / late cancellation	\$165	Applies where insufficient notice is given.
Late payment fee	\$10	Applies where an invoice remains unpaid after the due date, subject to our Billing Policy and applicable laws.
Paper bill fee	\$5	Only if applicable.

6. Minimum Term

This service is supplied on a month-to-month basis with a minimum term of one month, unless otherwise stated in your service application, order form or customer agreement.

Your service continues monthly until cancelled by you or by us in accordance with our Standard Form of Agreement, applicable service terms and policies.

7. Plan Changes

You may request a plan change by contacting us. Plan changes may take effect:

Upgrade	By the end of the next business day
Downgrade	By the end of the next business day
Future dated change	On the date agreed with you

Your next bill may include a pro-rated charge or credit where a plan change takes effect part way through a billing period.

Some plans may not be available at all premises, on all technologies or with all service types.

8. Cancellation

You may request cancellation of your service at any time by contacting us using the details in this CIS.

Cancellation requests must be made by the account holder or an authorised representative.

Unless a later date is requested, cancellation will take effect within 14 days after we receive your valid cancellation request.

You must pay all charges incurred up to the effective cancellation date, including any usage charges, equipment charges, unpaid invoices and other charges that apply under your agreement.

No early termination fee applies to month-to-month plans.

Cancelling one service may affect other bundled services. For example, cancelling your broadband service may also cancel a VoIP telephone service that relies on that broadband connection.

Billing and Payment

Billing

Bills are issued monthly and sent to the email address nominated on your account.

Monthly access fees are billed in advance. Usage-based charges, call charges, once-off charges, hardware charges and other additional charges may be billed in arrears or on your next invoice.

Your first invoice may include:

Charge type	Description
Pro-rated monthly access fee	Applies if your service starts part way through a billing period.
First full monthly charge	Applies where billing is aligned to a monthly cycle.
Setup, activation or development fees	Applies where listed in this CIS or agreed with you.
Equipment charges	Applies where equipment is purchased from us.
Optional add-ons	Applies where selected by you.

Receiving your bills

Your bills will be sent by email. You may also access your account, payment history and previous invoices through your customer portal, where available.

Paying your bill

Payment options may include:

Payment Method	Available
Direct debit from card or bank account	Yes
Online card payment	Yes
BPAY	Yes
Electronic funds transfer	Yes

At least one payment method will be available without additional payment charges imposed by us.

Discounts and promotions

If you receive a discount, promotion or credit, it will be shown on your bill or otherwise confirmed to you. Promotional discounts may apply for a limited period. After the promotional period ends, the standard monthly charge for your plan will apply unless we agree otherwise.

10. Payment Assistance and Financial Hardship

We understand that customers may sometimes need support with paying for essential telecommunications services.

If you are having difficulty paying, please contact us as early as possible. We may be able to provide payment assistance options, including payment extensions, payment plans, spend controls, temporary service restrictions, plan changes or other support depending on your circumstances.

Our Payment Assistance / Financial Hardship Policy is available on our website at fibrenetbroadband.com.au

You can contact us about payment assistance by:

Website: fibrenetbroadband.com.au
Phone: 1300 380 130
Email: support@fibrenetbroadband.com.au

11. Data Usage

Your total data usage includes both downloads and uploads. Where your plan includes unlimited data, no excess data usage charges apply. You must still comply with our Fair Use Policy.

Approximate data usage examples:

Activity	Approximate data used
Email	500KB per email
Photo or document upload/download	850KB per image or file
Internet browsing	10MB to 50MB per hour
Streaming audio	25MB to 150MB per hour
Streaming video	300MB to 7GB per hour
Online gaming	100MB to 1GB per hour, excluding game downloads and updates

Actual usage may be higher or lower depending on the application, video quality, device, software updates, cloud backups, downloads and other usage.

Monitoring usage

You can view usage information through your customer portal where available, or contact our customer service team. Where usage monitoring is not available for a particular service, we will state this in the relevant plan table or service notes.

12. Speed Information

The speeds listed in this CIS are maximum or indicative plan speeds and are not guaranteed speeds.

Actual speeds may be affected by factors including:

Factor	Examples
Network technology	FTTP, FTTB, VDSL, copper length, building cabling or network design.
Network conditions	Congestion, outages, maintenance or upstream provider issues.

Customer equipment	Router capability, Ethernet port speed, Wi-Fi standard, device performance.
Internal cabling	Cabling quality, patch leads, wall plates or in-premises wiring.
Wi-Fi conditions	Distance from router, interference, walls, layout, neighbouring Wi-Fi networks.
External services	The website, server, streaming platform, gaming service or remote network being accessed.

Typical busy period speeds

Typical busy period speeds are measured or estimated during the relevant busy period for the service type.

Service type	Busy period
Residential broadband	7pm to 11pm
Business broadband	9am to 5pm

Typical busy period speeds should be listed in the pricing table where applicable.

For best performance, especially on high-speed plans, use a wired Ethernet connection and compatible equipment.

13. Performance Inside Your Premises

We are responsible for delivering the service to the network boundary point.

The performance of the service beyond the network boundary point may depend on your own equipment, cabling and devices.

Common causes of speed or performance issues inside the premises include:

Issue	Example
Poor Wi-Fi coverage	Weak signal, interference, distance from router.
Unsuitable router	Router cannot support the selected plan speed.
Internal cabling issues	Faulty, old or damaged Ethernet or copper cabling.
Device limitations	Older phones, laptops, TVs or gaming consoles.
Software activity	Cloud backups, updates, downloads or background applications.

We may provide general troubleshooting support, but we are not responsible for customer equipment, internal cabling or third-party devices unless we have agreed to provide those services separately.

14. Fair Use Policy

You must comply with our Fair Use Policy. You must not use the service in a manner that is unreasonable, excessive, fraudulent, unlawful, abusive, harmful to our network or harmful to other customers.

If you breach the Fair Use Policy, we may take action in accordance with that policy and your customer agreement. This may include contacting you, asking you to change your usage, applying controls, suspending the service or cancelling the service.

Our Fair Use Policy is available on our website at fibrenetbroadband.com.au

15. Telephone Services, If Applicable

This section applies where your selected service includes a VoIP telephone service or standard telephone line.

Telephone pricing summary

Plan name	Ocean Gardens Bundle
Monthly access fee	Included
Calls within village / building / community	Included
Local calls	Included
National calls	Included
Calls to Australian mobiles	Included
13/1300 calls	Included
International calls	Not Included
Minimum monthly charge	\$0
Total minimum cost	\$0

Call charges may be billed in arrears. International calls may be charged in blocks of per minute increments and may include a flagfall of \$.20 per call.

International calls

Some international destinations may be blocked by default due to fraud risk, security risk or high-cost call risk. International call inclusions, rates, blocked countries and eligible destinations are available on our website at fibrenetbroadband.com.au

VoIP and emergency calls

VoIP telephone services require an active internet connection and power to operate.

You may not be able to make or receive calls, including calls to Triple Zero, if:

Issue	Impact
Power fails	Your router, telephone adapter or VoIP equipment may not work.
Internet service is unavailable	The VoIP service may not work.
Equipment is disconnected or faulty	Calls may not connect.
Service is suspended	Calls may be restricted.

You should consider maintaining an alternative way to make emergency calls, such as a mobile phone.

Number transfer

If you transfer an existing telephone number to us, your previous service may be cancelled when the transfer completes.

If you cancel or transfer your telephone service, any associated number may be lost, quarantined or transferred depending on the circumstances and applicable numbering rules.

16. Privacy

We collect, use, store and disclose personal information in accordance with our Privacy Policy. Our Privacy Policy explains how we handle customer information, website forms, service applications, support requests, billing records and other personal information.

Our Privacy Policy is available on our website at fibrenetbroadband.com.au

17. Family and Domestic Violence Support

If you are affected by family or domestic violence, we can provide additional support to help you safely manage your telecommunications services.

This may include support with account access, privacy, authorised contacts, billing communications, service changes, contact preferences and other safety-related matters.

Our Family and Domestic Violence Policy is available on our website at fibrenetbroadband.com.au

18. Accessibility and Vulnerable Customers

We can provide support to customers who need assistance accessing, understanding or managing their services. You can contact us if you need this CIS or other customer information in a different format or require help understanding your options.

Support may be available for customers experiencing vulnerability, disability, language barriers, financial difficulty, family and domestic violence, illness, bereavement or other circumstances affecting their ability to access or manage services.

The following relevant policies are available on our website at fibrenetbroadband.com.au

Policy
Payment Assistance / Financial Hardship Policy
Family and Domestic Violence Policy
Privacy Policy
Complaints Handling Policy

19. Customer Service

You can contact us using the details below.

Enquiry type	Contact details
Sales	sales@fibrenetbroadband.com.au
Technical support	support@fibrenetbroadband.com.au
Billing	accounts@fibrenetbroadband.com.au
Complaints	support@fibrenetbroadband.com.au

20. Complaints and Dispute Resolution

If you have a concern or complaint, please contact us first so we can try to resolve it. You can make a complaint by:

Website: fibrenetbroadband.com.au
Phone: 1300 380 130
Email: support@fibrenetbroadband.com.au
Post: L1, 467 Scarborough Beach Rd, Osborne Park WA 6017

We will handle complaints in accordance with our Complaints Handling Policy.

Our Complaints Handling Policy is available on our website at fibrenetbroadband.com.au

21. Standard Terms and Policies

Your service is supplied under the applicable customer agreement, standard form of agreement, service terms and policies. These documents are available on our website at fibrenetbroadband.com.au

If there is any inconsistency between this CIS and your customer agreement, the customer agreement applies to the extent permitted by law. This CIS is a summary of key information only.