

## INFORMATION ABOUT THE SERVICE-AXECOM LIMITLESS HOME NBN

### DESCRIPTION ABOUT THE SERVICE

The below provides the relevant and quick information about Axecom's Limitless home NBN VIA FTTN, FTTC, HFC & FTTP.

### AVAILABILITY

Axecom's HOME NBN is only available to fully qualified locations

### MINIMUM TERM

The total minimum term of this service is **12 months**

### WHAT IS INCLUDED & EXCLUDED

Axecom fibre is based on Asymmetrical speeds, this means your Upload and download speeds are at different speeds. Unlimited Data usage. You can upgrade or down grade data speeds for a fee.Excludes the ability to on sell your data link and cannot be used for Data Centres. Any changes to the above please consult your Axecom representative for any clarification or approval.

### SPEEDS & DEVICES

The actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### HARDWARE & DEVICES

All router purchased are at the client cost, including the standard router up to the 1000Mbps. For any speeds above 100/100Mbps per second a Gigabit router will need to purchased. Any cabling that is required in your premises beyond the Network boundary point is the client responsibility.

## INFORMATION ABOUT PRICING

NBN PLAN	MONTHLY CHARGE inc.GST	TYPICAL EVENING SPEED	TOTAL INC GST	DATA INCLUDED
25/5Mbps	\$79.95	21Mbps	\$1059.35	Unlimited
50/20Mbps	\$89.95	45Mbps	\$1179.35	Unlimited
100/40Mbps	\$99.95	91Mbps	\$1299.35	Unlimited
*250/25Mbps	\$149.95	215Mbps	\$1899.35	Unlimited

### KEY DETAILS

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website
- Early termination fees apply (see below)
- A onetime setup fee off \$99.95 Inc GST applies
- To qualify for this plan you must be the legal leasee
- Any increase or decrease in speed may incurs fees.
- New Connection Charges main apply certain locations

### ADDITIONAL FEES

SERVICE	CHARGE
NBN Connection/Set Up & Activation	\$99.95 inc.GST
New Connection Charge	\$330.00 inc.GST
Termination Fee (Early)	\$280 inc.GST

## OTHER INFORMATION

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### RELOCATION

Relocation fees is based on how we handle the Early Termination of the service cancelled. Within the same location or a new location. POA.

### EARLY TERMINATION FEES

Should you choose to cancel your service within the contract period. Early Termination Fees applies, A once off payment of \$280.00 applies.

### NEW CONNECTION CHARGES

With certain NBN deployment, Axecom will pass on the New development charge or the New Copper pair charge. See Table above for cost associated.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/billing-and-payment-method.html> or contact Customer Service.

### NON DIRECT DEBIT FEE

\$4.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on

### LATE PAYMENT FEE

\$19.95 fee will be charged in the event the account is not paid by the due date.

### CONTACT US

At Axecom we are committed to a highest standard of customer care. If you have any queries or problems please contact us by way of the one of the options below:

Phone: 1300 81 67 67

Email: [customercare@axecom.com.au](mailto:customercare@axecom.com.au)

Online: [axecom.com.au](http://axecom.com.au)

PO Box 1326 St.Kilda VIC 3182

Office Hours: 9am-6pm AEST Monday-Friday

## STANDARD BILLING INFORMATION

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### FULL TERMS

Information and pricing is correct at the time of printing. All pricing is Inc GST. (CIS displays INC GST amounts.)

This information is a summary only. Please visit

[www.axecom.com.au/standardformofagreement](http://www.axecom.com.au/standardformofagreement) for our Standard Form of Agreement, Fair Use and Acceptable Use Policy, which sets out the terms and conditions on which we deploy our products and services.