

# Price Book - Residential

Effective from 06/11/2023

Pricing and availability are correct as at the date of publication and are subject to change without notice.

## 1. Residential Broadband Plan Offer (price in AUD, incl. GST)

	Lite	Standard	Premium	Super	Ultra
Download/Upload Speed	25/5Mbps <sup>1</sup>	50/20Mbps <sup>2</sup>	100/20Mbps <sup>3</sup>	250/25Mbps <sup>4</sup>	1000/50Mbps <sup>4</sup>
Data Allowance	Unlimited <sup>5</sup>	Unlimited <sup>5</sup>	Unlimited <sup>5</sup>	Unlimited <sup>5</sup>	Unlimited <sup>5</sup>
Monthly Charge	\$69.00	\$79.00	\$99.00	\$129.00	\$199.00

## 2. Monthly Recurring Fee (price in AUD per month, incl. GST)

Plan Charge (subject to the plan)	\$69.00/\$79.00/\$99.00/\$129.00/\$199.00
Paper Bill	\$5.00
Static IP address	\$10.00

## 3. One-off Fee (price in AUD, incl. GST)

### Activation Fee

Item	No contract
Activation Fee	\$109.00
Connection Fee	Subject to carrier's pricing <sup>6</sup>

### Router charge (optional)

WiFi Router (TPLink AC1200 or equivalent)	\$99.00
WiFi Router (Netgear R7000P or equivalent)	\$199.00

### Shipping Fee (when router is included)

Shipping fee (when applicable)	\$20.00
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## 4. Additional Charge (price in AUD, incl. GST)

Item	Fee	Notes
Dishonoured Fee	\$5.00	When payment is rejected by the customer's financial institution.
Direct Debit Rejections Fee	\$5.00	When Direct Debit payment is rejected by the customer's financial institution.
Order Withdrawal	\$50.00	
Late Cancellation of Appointment or Missed Appointment	\$90.00	
Labour Rate per hour (Rounded up to nearest hour, <50KM to Brisbane and Gold Coast CBD)	\$80.00	
Fee Per Hour for an Incorrect Call Out (Charge Based on Time on Site (Min \$150))	\$220.00	
Early Termination Fee	\$50.00/\$99.00	\$50 applies if there are 12 or less months left before contract expires; \$99 applies when there are more than 12 months left on the contract.
Plan Change Fee - Upgrade	\$0.00	
Plan Change Fee - Downgrade	\$50.00	Customer under contract cannot downgrade the plan.
Paper Bill on Request	\$5.00	
Relocation Fee	\$109.00	Subject to the service availability.

#### Additional Charge from Carriers

Item	Fee	Notes
Fee when a fault raised to the Carrier is not found on the Carrier's network	Subject to Carrier's pricing	Subject to the carrier's pricing, a fixed rate or hourly rate might apply. Fee is collected by EZINTERNET on behalf of the Carrier.
New Development Charge (NDC)	\$300.00	Fee is collected by EZINTERNET on behalf of the Carrier.
Relocation Fee from Carrier	Subject to Carrier's pricing	Subject to the new address and carrier terms, a connection fee might apply. Fee is collected by EZINTERNET on behalf of the Carrier.

## 5. First Payment

First payment charged by EZINTERNET is a deposit to the customer's account. The deposit is used as credit and will be deducted in the next bills.

## 6. Invoice Schedule

EZINTERNET issue invoices monthly on the 2nd day of each calendar month. The amount in the invoice will be automatically deducted from the customer's nominated credit card on the 10<sup>th</sup> of the month. If the payment is not successful, a second deduction request will be made on the 11<sup>th</sup> of the month. A third and final deduction request will be made on the 12<sup>th</sup> of the month if both previous requests fail. EZINTERNET reserve the rights of disconnecting or downgrading the service if the payment is not received by the 20<sup>th</sup> of the month.

EZINTERNET charge monthly recurring fee in advance, e.g. the invoice issued in May includes any unpaid fee from previous months and the monthly recurring fee for May, this amount will be automatically deducted from the customer's credit card on the 10th of May.

## 7. Payment methods

Payment can be made via credit card (only Visa and Mastercard credit cards are accepted). EZINTERNET do not charge surcharges on any of its payment methods.

1. Typical peak hour (7pm-11pm) download speed 20Mbps.
2. Typical peak hour (7pm-11pm) download speed 47Mbps.
3. Typical peak hour (7pm-11pm) download speed 95Mbps.
4. Super & Ultra Plan is only available at limited locations and only on request.
5. Please refer to our Standard Terms and Conditions and Fair Use Policy for more information.
6. A connection fee charged by the carrier may apply, which is normally \$300 for a first-time connected premises through fibre to the home technology. The final amount is subject to the carrier's pricing.