

# Critical Information Summary

## Information About the Service

### The service

GetGud delivers high-speed broadband services to select Properties via wireless or wired technologies on a month-by-month contract.

The Service will only work in a Property which has been enabled for use with GetGud internet.

### Availability

GetGud only operates in specific Buildings. Installation outside of enabled Buildings is not possible.

### IP Addressing Allocation

GetGud allocates dynamic CGNAT IP Addressing in the Shared Address space of 100.64.0.0/10 as per IETF RFC 6598 unless otherwise selected.

### Important Conditions

- To use our network you need to be located within an enabled building
- Outside of our enabled buildings we are unable to provide network or internet services

### Use of Network

- Commercial Use, Business Use, Resale, on-selling, bundling, sharing or external access (including free Wi-Fi stations under accounts) is not permitted.
- Devices connected to our network will not be permitted to directly transmit data between each other except via the public Internet.

Actual throughput speeds may be slower and could vary due to various factors. Testing of speed can be made at any time by visiting <https://fast.com>.

## Information About Pricing

### Minimum Monthly Charge

GetGud plans are for a monthly period paid in advance. All plans will automatically renew unless cancelled via the GetGud Portal or by contacting the GetGud helpdesk before the time of renewal. Not all plans are available at all locations.

NOTE: At some locations a connection fee from the carrier will be passed through at cost. A once-off \$330 inc GST VostroNet™ New Development Charge may apply if your premises is identified by VostroNet™ as being within the site boundary of a

new development. Any costs associated with carrier connection fees will be stated at time of sign up.

- NOT-SO-BASIC 50/20mbps
  - Typical evening speed: 47.3mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - \$79.00 inc GST per Month
  - \$0 New Plan Set Up Fee
  - Total Minimal Price is \$79.00 inc GST
- ALL-ROUNDER 100/20mbps
  - Typical evening speed: 96.4mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - \$99.00 inc GST per Month
  - \$0 New Plan Set Up Fee
  - Total Minimal Price is \$99.00 inc GST
- POWER 250/25mbps
  - Typical evening speed: 241.0mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - \$145.00 inc GST per Month
  - \$0 New Plan Set Up Fee
  - Total Minimal Price is \$145.00 inc GST
- GIGABIT 1,000/50mbps
  - Typical evening speed: 241.0mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - \$175.00 inc GST per Month
  - \$0 New Plan Set Up Fee
  - Total Minimal Price is \$175.00 inc GST

### Maximum Monthly Charge

All plans include unlimited data and therefore the maximum monthly charge will not exceed the amounts referred to above.

### Auto Renewal of Plan

On the same day of each month, you will be billed in advance for the minimum monthly charge. Your invoice will be sent to the account holders email address once the transaction has been completed.

### Early Termination Charges

GetGud does not charge an Early Termination Charge (ETC) when cancelling a plan.

### Changing Plans

GetGud plans can be changed via the GetGud Portal. You may change your plan to a different value plan at any time during your term for immediate use or scheduled for the next term period. Any new plan selected with a higher value will incur the cost associated with the selected plan.

### Other Charges

If the account holder has lodged a fault causing the dispatch of an onsite technician and no fault can be found or the fault is caused by the customer's equipment, a fee of \$165 per hour (minimum 1 hour) may be charged to the account holder by GetGud.

## Additional Information

### Usage Information

A data usage report can be downloaded per device via the GetGud Portal or by contacting the GetGud Support at support@getgud.gg or 02-7253-4400.

### Broadband Education

Please refer to the Communications Alliance Broadband Education Package, available at: <https://www.commsalliance.com.au/BEP>

## Enquiries, feedback and complaints

GetGud aims to provide extraordinary technology services and support of our network.

Please contact GetGud Support at support@getgud.gg or 02-7253-4400 if you have any questions, would like to give feedback or complain.

### Telecommunications Industry Ombudsman (TIO)

GetGud is a member of the Telecommunication Industry Ombudsman. You may view our member status at any time on the TIO website at: <https://www.tio.com.au/members/members-listing/GETGUD>

If you wish to contact the TIO you can do so as follows:

Phone 1800-062-058

Fax: 1800-630-614

Online: <http://www.tio.com.au/making-a-complaint>

