



Critical Information Summary

PhoneTel NBN Internet Plans

Information about the service

Service Description	PhoneTel provides NBN and Fixed Wireless internet services. These plans allow you to connect your home or business to the internet with unlimited data and varying speeds depending on the chosen tier and available technology.
Minimum term	1 month (month-to-month basis with no lock-in contracts).

Plan Options and Pricing

Plan Name	Price/Mth	Typ. Evening Speed	Data	Tech Type
PhoneTel 25	\$69.95	25Mbps	Unlimited	FTTP, FTTC, FTTN, FTTB, HFC
PhoneTel 50	\$84.95	50Mbps	Unlimited	FTTP, FTTC, FTTN, FTTB, HFC
PhoneTel 100	\$89.95	100Mbps	Unlimited	FW Only
PhoneTel 250	\$109.95	250Mbps	Unlimited	FW Only
PhoneTel 400	\$129.95	400Mbps	Unlimited	FW Only
PhoneTel 500	\$89.95	500Mbps	Unlimited	FTTP, HFC
PhoneTel 750	\$99.95	750Mbps	Unlimited	FTTP, HFC
PhoneTel 1000	\$119.95	1000Mbps	Unlimited	FTTP, HFC
PhoneTel 2000	\$179.95	2000Mbps	Unlimited	FTTP

** Note: Typical evening speed is measured between 7pm - 11pm. Actual speeds may vary based on your connection type, hardware, and network congestion.*

Other Information

Service Availability	NBN and Fixed Wireless availability depends on your specific location and the infrastructure installed at your premises. Technology types include Fibre to the Premises (FTTP), Fibre to the Node/Curb/Building (FTTN/C/B), Hybrid Fibre Coaxial (HFC), and Fixed Wireless (FW).
Hardware	You may be able to use your existing modem, or purchase/finance new hardware through PhoneTel. Our specialists can advise the best hardware options for your setup.
Business Features	Business Grade NBN plans offer a free Static IP address, unmetered data, and access to PhoneTel's Australian-based expert support team.
Customer Service	Phone: 1300 133 344 Online: phonetel.net.au ('My Account' portal)
Dispute Resolution (TIO)	If you have a dispute with PhoneTel that cannot be resolved directly, contact the TIO for independent mediation at 1800 062 058 or visit tio.com.au .

(Disclaimer: This is a summary based on currently available information and is subject to change without notice).