CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

The service
VostroNet delivers high-speed broadband services to select Properties via wireless or wired technologies on a month contract.

The Service will only work in a Property which has been enabled by VostroNet.

Availability
VostroNet is only able to provide services to Properties within Buildings which have already been enabled for VostroNet Internet Services. Installation outside of already enabled Buildings is not possible.

Not all enabled Buildings and Properties have been enabled by VostroNet for a wired connection. Where wired connections to VostroNet are not enabled, VostroNet wireless technologies will be available and we are unable to install or provide a wired connection. Please contact us for further information.

Mandatory Components
VostroNet requires a minimum standard of equipment to connect to our network. We can only provide limited support for devices which are not on the approved list.

Where a device is unable to connect or we are unable to assist further we will refer you to the manufacturer or place of purchase of the device.

Wireless
- Device certified with Wi-Fi 802.11n Dual Band (With both 2.4ghz and 5ghz spectrums)
- Devices supporting WPA2 Enterprise Authentication and Encryption

Wired (Where enabled port is available)
- Ethernet adapter with RJ45 and IP use.
- Device with minimum of 10/100 adapter

IP Addressing Allocation
Unestablished public access to devices is not possible, such as is required to run a server.

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

Software Requirements
VostroNet requires all systems connecting to our network to be actively supported by the vendor or manufacturer of the software. VostroNet is unable to assist in the configuration of software to connect to our network. Please consult the manufacturer or place of purchase for assistance.

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

Use of Network
- Maximum number set by the selected plan of personal devices for the account holder's individual use may be connected to an account. Routers, switches, hubs, repeaters or re-transmission devices are not permitted on the network. Where such devices are found they will be blocked for access.
- 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.
- Use of the network for streaming via cast services or wireless printing might not be possible between devices unless public Internet tunnelling is available on the particular device

Actual throughput speeds may be slower and could vary due to various factors. Confirmation of speed can be made at any time by visiting https://speedtest.vostronet.com.

INFORMATION ABOUT PRICING

Minimum Monthly Charge
VostroNet plans are for a monthly period paid in advance. All plans auto renew unless cancelled via the VostroNet Portal or by contacting the VostroNet helpdesk before the time of renewal.

Plans are available at time of purchase or via the User Portal. Not all plans are available at all locations.

- Up to 25/25mbps with Unlimited Data and 5 devices: $59 inc GST per Month – no minimum term. Total Minimal Price is $59 including GST

- Up to 100/100mbps with Unlimited Data and 5 devices: $79 inc GST per Month – no minimum term. Total Minimal Price is $79 including GST

Maximum Monthly Charge
The maximum monthly charge depends on whether you have chosen an 25/25mbps or 100/100mbps upgrade option.

Auto Renewal of Plan
On the same day of each month, you'll 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
VostroNet does not charge an Early Termination Charge (ETC) when cancelling a plan.

Changing Plans
VostroNet plans can be changed via the VostroNet 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 (no fault found) or the fault is caused by the customer's equipment, a fee of $250 may be charged to the account holder at the election of VostroNet.

ADDITIONAL INFORMATION

Usage Information
A data usage report can be downloaded per device via the VostroNet Portal or by contacting the VostroNet Help Desk at help@vostronet.com or in Australia on 1300-262-047 or New Zealand on 0800-778-893.

Enquires feedback and complaints
VostroNet aims to provide extraordinary technology services and support of our network.

Please contact VostroNet Help Desk at help@vostronet.com or in Australia on 1300-262-047 or New Zealand on 0800-778-893.if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)
VostroNet 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/VOSTRO

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