2022

VINE FIBRE INTERNET BROADBAND (Enterprise)



VINE NETWORKS connecting people faster





Information about the service

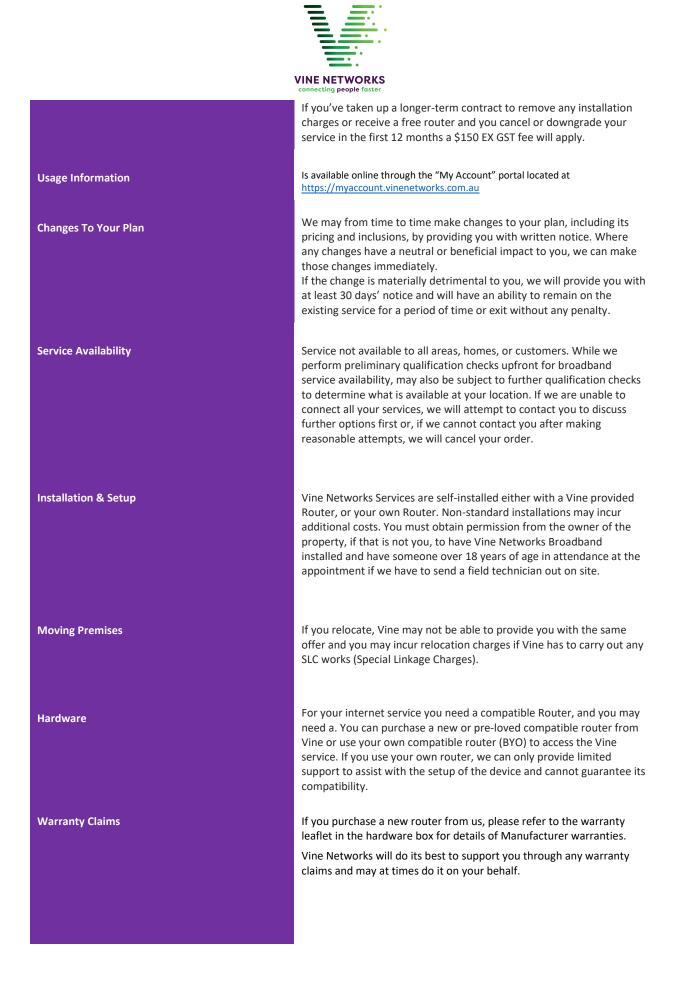
Service Description

Vine Networks Ultra-Fast broadband is a Fibre to the Premises (FTTP) or Fibre to the Home (FTTH) data service that provides you with internet access at your premises via Vine Networks privately built Fibre Network.

Pricing Information

PLAN	VFI-100	VFI-250	VFI-500	VFI-1000	
Pre-Paid Monthly Access Free	\$599	\$699	\$899	\$1099	
Minimum Cost 1 Month Term*	\$599	\$699	\$899	\$1099	
Setup Fee for Month-to-Month Term	\$299.00	\$299.00	\$299.00	\$299.00	
Minimum Cost 12 Month Term	\$7,188.00	\$8,388.00	\$10,788.00	\$13,188.00	
Setup Fee for 12 Month Term	\$199.00	\$199.00	\$199.00	\$199.00	
Minimum Cost 24 Month Term	\$14,376.00	\$16,776.00	\$21,576.00	\$26,376.00	
Setup Fee for 24 Month Term	\$0.00	\$0.00	\$0.00	\$0.00	
	Eero	• Eero Wifi-6 Router \$169 (Free on 24 month term)			
Optional Modem Fee	• Up-cy	Up-cycled Unifi Cube \$15 (Refurbished)			
	** Router Offe time of reques		epending on stocl	k availability at	
Data Package	All Vine Servi	All Vine Services are Unlimited Data Packages			
* Min cost calculated as Monthly Fee + BYO Modem. Mi plan does not include a voice (VOIP) service.	in cost does not include el	igible add-ons, optior	al modem, promotio	ns, or discounts. You	
Minimum Contract terms	1 Month				
New Premises Connection charges	developments a installation of ac	New Building co charges of \$300 for first-time connections in new developments and \$150 for any additional connection requiring installation of additional VINE equipment or optical cables. We will let you know if either of these charges apply to you and include them on your bill.			
Adc	litional Infor	mation			
Key Information	Network (Vine N		livered over a priva e information abou <u>rks.com.au</u>		
Payment Options	card and no add pay, you can cor payment and on	itional fees apply. I ntact our support to e of our friendly st ancial difficulty, ou	rect debit from you f you require addit eam and request ar aff will help you. If r Financial Hardshij	ional time to n extension on you are	
Early Cancellation Fees	fees. For clarity,	if you choose to ca	nere will be no early incel your service p nd any pre-paid fee	rior to the end	

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Contact details	Self service: <u>https://myaccount.vinenetworks.com.au</u>	
	Telephone Support: 13 11 28 or (07) 5405 2500	
	E-mail: support@vinenetworks.com.au	
Complaints & Disputes	If you have a complaint or a dispute, log into My Account where you will be able to raise a ticket in relation to your complaint or dispute. Or e-mail support on the e-mail shown in this CIS.	
Telecommunications Industry Ombudsman (TIO)	If you are not satisfied with how your complaint has been handled by Vine Networks, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at <u>https://www.tio.com.au/about-us/contact-us</u>	
Broadband Education Package	To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at https://www.commsalliance.com.au/BEP	