

2022

VINE FIBRE INTERNET BROADBAND (SMB)



**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	\$159	\$299	\$499	\$699
Minimum Cost 1 Month Term*	\$159	\$299	\$499	\$699
Setup Fee for Month-to-Month Term	\$199.00	\$199.00	\$199.00	\$199.00
Minimum Cost 12 Month Term	\$1908.00	\$3588.00	\$5988.00	\$8388.00
Setup Fee for 12 Month Term	\$149.00	\$149.00	\$149.00	\$149.00
Minimum Cost 24 Month Term	\$3816.00	\$7176.00	\$11,976.00	\$16,776.00
Setup Fee for 24 Month Term	\$0.00	\$0.00	\$0.00	\$0.00
Optional Modem Fee	<ul style="list-style-type: none"> <li>Business Grade Router \$599 EX GST</li> <li>Entry Level Business Router \$249</li> </ul> <p>** Router Offerings may vary depending on stock availability at time of request**</p>			
Data Package	All Vine Services are Unlimited Data Packages			

\*Min cost calculated as Monthly Fee + BYO Modem. Min cost does not include eligible add-ons, optional modem, promotions, or discounts. Your plan does not include a voice (VOIP) service.

Minimum Contract terms	1 Month
New Premises Connection charges	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.

## Additional Information

Key Information	This is an internet service that is delivered over a private Fibre Network (Vine Networks). For more information about our services, please visit <a href="http://www.vinenetworks.com.au">http://www.vinenetworks.com.au</a>
Payment Options	You must pay for your service by direct debit from your credit or debit card and no additional fees apply. If you require additional time to pay, you can contact our support team and request an extension on payment and one of our friendly staff will help you. If you are experiencing financial difficulty, our Financial Hardship Policy outlines options available to assist you.
Early Cancellation Fees	If you are on a 1 month contract, there will be no early cancellation fees. For clarity, if you choose to cancel your service prior to the end of the first month, we will not refund any pre-paid fees. If you've taken up a longer-term contract to remove any installation charges or receive a free router and you cancel or downgrade your service in the first 12 months a \$150 EX GST fee will apply.
Usage Information	Is available online through the "My Account" portal located at <a href="https://myaccount.vinenetworks.com.au">https://myaccount.vinenetworks.com.au</a>

<b>Changes To Your Plan</b>	<p>We may from time to time make changes to your plan, including its pricing and inclusions, by providing you with written notice. Where any changes have a neutral or beneficial impact to you, we can make those changes immediately. If the change is materially detrimental to you, we will provide you with at least 30 days' notice and will have an ability to remain on the existing service for a period of time or exit without any penalty.</p>
<b>Service Availability</b>	<p>Service not available to all areas, homes, or customers. While we perform preliminary qualification checks upfront for broadband service availability, may also be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or, if we cannot contact you after making reasonable attempts, we will cancel your order.</p>
<b>Installation &amp; Setup</b>	<p>Vine Networks Services are self-installed either with a Vine provided Router, or your own Router. Non-standard installations may incur additional costs. You must obtain permission from the owner of the property, if that is not you, to have Vine Networks Broadband installed and have someone over 18 years of age in attendance at the appointment if we have to send a field technician out on site.</p>
<b>Moving Premises</b>	<p>If you relocate, Vine may not be able to provide you with the same offer and you may incur relocation charges if Vine has to carry out any SLC works (Special Linkage Charges).</p>
<b>Hardware</b>	<p>For your internet service you need a compatible Router, and you may need a. You can purchase a new or pre-loved compatible router from Vine or use your own compatible router (BYO) to access the Vine service. If you use your own router, we can only provide limited support to assist with the setup of the device and cannot guarantee its compatibility.</p>
<b>Warranty Claims</b>	<p>If you purchase a new router from us, please refer to the warranty leaflet in the hardware box for details of Manufacturer warranties.</p> <p>Vine Networks will do its best to support you through any warranty claims and may at times do it on your behalf.</p>
<b>Contact details</b>	<p><b>Self service:</b> <a href="https://myaccount.vinenetworks.com.au">https://myaccount.vinenetworks.com.au</a></p> <p><b>Telephone Support:</b> 13 11 28 or (07) 5405 2500</p> <p><b>E-mail:</b> <a href="mailto:support@vinenetworks.com.au">support@vinenetworks.com.au</a></p>
<b>Complaints &amp; Disputes</b>	<p>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.</p>
<b>Telecommunications Industry Ombudsman (TIO)</b>	<p>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 <a href="https://www.tio.com.au/about-us/contact-us">https://www.tio.com.au/about-us/contact-us</a></p>
<b>Broadband Education Package</b>	<p>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 <a href="https://www.commsalliance.com.au/BEP">https://www.commsalliance.com.au/BEP</a></p>