

Plan Name	Speed Tier	Typical Evening Download Speed (7pm - 11pm)	Typical Evening Upload Speed (7pm - 11pm)	Minimum Monthly Charge	Maximum Monthly Charge
Standard	25/5	25mb/s	4mb/s	\$79	\$79
Standard Plus	50/20	49mb/s	18mb/s	\$89	\$89
Fixed Wireless Plus	Up to 75/10	62mb/s	6mb/s	\$89	\$89
Premium	100/20	98mb/s	18mb/s	\$99	\$99
SuperFast	250/25	244mb/s	22mb/s	\$109	\$109
UltraFast	1000/50	600mb/s	44mb/s	\$119	\$119

Information about the service

GenNext Residential nbn™ services use the National Broadband Network (nbn™) infrastructure (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) to deliver a broadband internet service to your home.

Information about billing and pricing

Minimum Term

All GenNext Residential nbn™ plans are month to month with no lock-in contracts.

Early Termination Fee

Termination of your service can be requested by you at any time by giving 30 days notice to us. There are no early termination fees payable.

Setup Fees

There are no setup fees for Residential nbn plans

New development fee

nbn™ may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to new premises requiring an nbn™ connection – including new dwellings, and lots under reconstruction. We will inform you when signing up if this fee may apply.

Equipment Fees

Generally, our nbn™ service will work with any nbn™ compatible modem/router. If you would prefer for us to supply you with a modem, we can supply one to you starting from \$99 plus \$20 postage.

Billing

We provide you with a bill via email on the 1st of the month. If you wish to receive a paper bill, this costs an additional \$1.50 per month.

You have 7 days (residential) or 14 days (small business) to review and pay your bill. You can pay by bank transfer or credit/debit card.

Other information

Usage information

You can check your usage at my.gennext.net.au or by contacting customer support.

Service suspension and cancellation

If your account is not paid by the due date, a \$15 late payment fee will apply.

If your account is overdue by more than 14 days, we reserve the right to cancel your service. A \$35 reconnection fee applies to any service that is cancelled as a result of this.

If a service is disconnected, it may not be able to be reconnected.

Fair use policy

All GenNext services are covered by the Fair Use Policy. The Fair Use Policy is designed to protect the quality and integrity of GenNext's network. This service is for residential and small business use only and may not be resold or used to provide a downstream service.

Customer Service Details

Call	(02) 6568 3443
Email	hello@gennext.net.au
Write	PO Box 80 Macksville NSW 2447

Complaint Resolution

At GenNext, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within GenNext and are still not satisfied with the outcome, you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or by visiting the TIO website at tio.com.au/making-a-complaint