

# VostroNet

## CRITICAL INFORMATION SUMMARY

VostroNet delivers high-speed broadband services to select Properties via wireless or wired technologies. The VostroNet Internet service will only work in a Property that has been enabled by VostroNet.

### Installation and Activation

We are only able to provide services to Properties within Buildings that 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.

### Minimum Term and Auto Renewal of Plan

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. 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.

### Your monthly bill

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.

### Data and Excess Usage

VostroNet does not allow for excess usage on our network. In the event of reaching the data limit assigned against the selected plan, the account will be controlled and/or rate limited automatically.

A data usage report can be downloaded per device via the VostroNet Portal or by contacting the VostroNet Help Desk.

### Data Plans

Actual throughput speeds may be slower and could vary due to various factors including customer hardware, interference, distance from access point and number of devices connected to access point. Confirmation of speed can be made at any time by visiting <https://speedtest.vostronet.com>.

Plan offering at different locations are available at time of purchase or via the [User Portal](#). Not all plans are available at all locations.

- 25/25mbps with Unlimited Data and 5 devices: \$59 inc GST per Month – no minimum term. Total Minimum Price is \$59 including GST
- 100/100mbps with Unlimited Data and 5 devices: \$79 inc GST per Month – no minimum term. Total Minimum Price is \$79 including GST

### General Requirements

- 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

### 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.

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## Hardware Requirements

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.

VostroNet wireless equipment uses the public shared spectrum to transmit and receive data to your devices. Interference from other wireless networks and apparatus using the same frequencies may be experienced particularly in built-up and metro areas. To minimise disruption or poor performance use devices with the recommended technologies below.

### Wireless

- Wireless device minimum certified 802.11ac Dual Band (With both 2.4ghz and 5ghz spectrums)
- Wireless device minimum support of WPA2 Enterprise Authentication and Encryption where use of encrypted wi-fi is required.

### Wired (Where enabled port is available)

- Wired ethernet adapter with RJ45 and IP use where an enabled ethernet port is available.
- Wired ethernet device requirement minimum of 1gbps adapter and bus to ensure ability to utilise available plan speeds

## IP Addressing Allocation

VostroNet allocates dynamic [CGNAT IP Addressing](#) in the Shared Address space of 100.64.0.0/10 as per IETF RFC 6598. Unestablished external/public access to devices is not possible such as is required to run a server.

## 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

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## Additional Information

For more information contact VostroNet Help Desk at [help@vostronet.com](mailto:help@vostronet.com) or in Australia on [1300-262-047](tel:1300-262-047) or New Zealand on [0800-778-893](tel:0800-778-893).

For further information regarding broadband technology and choosing a broadband service, please refer to the Communication Alliance Broadband Education Package, available at: <https://www.commsalliance.com.au/BEP>

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>