ZOLT

Critical Information Summary

Information About the Service

The service
Zolt 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 for use with Zolt internet.

Availability
Zolt is only able to provide services to Properties within Buildings which have already been enabled for VostroNet fibre services or NBN services which Zolt offers connection to. Installation outside of enabled Buildings is not possible.

Please contact us for further information.

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

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

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

Use of Network
- 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.

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://fast.com.

Information About Pricing

Minimum Monthly Charge
Zolt plans are for a monthly period paid in advance. All plans auto renew unless cancelled via the Zolt Portal or by contacting the Zolt helpdesk before the time of renewal. Not all plans are available at all locations.

NOTE: At some locations a connection fee from the carrier (NBN or VostroNet) will be passed through at cost. Any costs associated with carrier connection fees will be clearly stated at time of sign up.

- FAST 50/20mbps
  - Typical evening speed: 47.3mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - $59.99 inc GST per Month
  - $0 New Plan Set Up Fee
  - Total Minimal Price is $59.99 inc GST

- LIGHTNING 100/40mbps
  - Typical evening speed: 96.4mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - $79.99 inc GST per Month
  - $0 New Plan Set Up Fee
  - Total Minimal Price is $79.99 inc GST

- HYPERSPEED 250/100mbps
  - Typical evening speed: 241.0mbps
  - Unlimited Data
  - No Lock-In, Pay As You Go
  - $139.99 inc GST per Month
  - $0 New Plan Set Up Fee
  - Total Minimal Price is $139.99 inc GST

Zolt
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02 8380 8830
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Maximum Monthly Charge

The maximum monthly charge depends on whether you have chosen FAST, LIGHTNING or HYPERSPEED 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

Zolt does not charge an Early Termination Charge (ETC) when cancelling a plan.

Changing Plans

Zolt plans can be changed via the Zolt 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 Zolt.

Additional Information

Usage Information

A data usage report can be downloaded per device via the Zolt Portal or by contacting the Zolt Help Desk at support@zolt.com.au or 1300-368-151

Enquires feedback and complaints

Zolt aims to provide extraordinary technology services and support of our network.

Please contact Zolt Help Desk at support@zolt.com.au or 1300-368-151 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/ZOLT

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