

## Critical Information Summary

Monthly Charge	\$79
Service Description	Fixed-line broadband internet access service delivered over the nbn™ network
Inclusions	<ul style="list-style-type: none"> <li>• unlimited data consumption per month</li> <li>• nbn™ line speed profile of 50/20</li> <li>• business hours enhanced support (including site visits)</li> <li>• complimentary professional installation</li> <li>• static IP address</li> </ul>
Setup Fee	\$99
Early Termination Fee	Not applicable
Minimum Term	Not applicable

### Availability Areas

This service is available in the metropolitan area of Perth, Western Australia, where nbn™ fixed-line technologies are available.

### Plan Changes

We may make changes to the prices and features of your plan, but we will notify you at least 30 days before the changes take effect, giving you the opportunity to cancel your service or change to a different plan.

### Personal Account Manager

You will have access to your own personal account manager during normal business hours (between 8:00am and 5:00pm, Monday to Friday, excluding public holidays) for any billing or service enquiries and assistance.

### Professional Installation

This plan includes complimentary professional installation (value \$249). A technician will visit your premises shortly after activation by nbn™ and setup your hardware as required.

### Service Assurance

This plan includes enhanced support for serviceability issues. A technician will visit your premises if required during normal business hours (between 8:00am and 5:00pm, Monday to Friday, excluding public holidays).

### Service Level Agreement

A standard nbn™ service level agreement applies for this plan. If a fault develops within the nbn™ access network, nbn™ aim to rectify it by 5:00pm the next business day after lodged.

### nbn™ New Developments Charge

nbn™ applies a charge of \$300 to the phone and internet provider that submits the first order for an nbn™ access network service in a new development. A new development is generally known as a greenfields site (an area or a building that has had nbn™ available since new). If your address attracts this charge, we will notify you during the provisioning process and give you the option of discontinuing the application. If you proceed with the installation we will on-charge this amount to you on your first bill.

### Equipment Required

You will need an nbn™ compatible modem to use this service, or you can purchase a pre-configured modem from us for an additional charge. Additionally, if you purchase a telephone service from us in conjunction with this plan and wish to use a standard telephone handset, you will need an nbn™ compatible modem with an analogue telephone adapter component, or a stand-alone analogue telephone adapter. If you need help with this your assigned account manager will advise you.

## Critical Information Summary

### nbn™ Network Speeds (FTTP)

Actual data download throughput speed during typical peak period is 30Mbps.

### nbn™ Network Speeds (FTTN/B/C)

Actual speeds on these copper based nbn™ technology types can be less than nbn™ FTTP depending on distance from the fibre to copper node and in-premises wiring configuration. nbn™ does not provide data on copper lengths of circuits so actual speeds cannot be determined until after a service is connected.

### nbn™ Network Speeds (HFC)

Actual speeds on nbn™ HFC can be subject to network congestion within the nbn™ network as nbn™ HFC is a shared medium and can have several hundred users on the one co-axial segment.

### In-Premises Wiring

If your in-premises wiring configuration is suspected to be contributing to poor internet performance, we can provide cabling services to rectify or replace your cabling for an additional charge.

### Critical Equipment on the nbn™

Some equipment may suffer from serviceability issues when connected over the nbn™, such as medical alarms, security alarms, fax machines, EFTPOS machines and lift emergency phone lines. If you have any of these devices or some other non-standard device, speak to your account manager for individual advice.

### nbn™ and Power Outages

The nbn™ network does not function during a power outage. This will affect your internet access (and telephone if you are using a telephone service delivered over the nbn™). If you need an uninterrupted service, speak with your account manager for specialist advice.

### Billing

On the same day each month, you will be billed in advance for the next calendar month plan access fee, and any usage outside your included package incurred during the previous calendar month. Bills will be sent via email. We do not issue paper bills.

### Late Payment Policy

If your account becomes overdue, we reserve the right to suspend your services and may charge you a late payment fee of \$15 on your next bill. If you cannot pay your bill on time, please contact us as soon as possible.

### Data Usage Information

To obtain up-to-date service usage information please visit:

[thebroadbandbrokers.com.au/usage-information/](http://thebroadbandbrokers.com.au/usage-information/)

### Customer Service

For our customer service contact details please visit:

[thebroadbandbrokers.com.au/contact-us/](http://thebroadbandbrokers.com.au/contact-us/)

### Dispute Resolution

If you are unhappy with your service and can't come to a resolution with your account manager, please visit:

[thebroadbandbrokers.com.au/dispute-resolution/](http://thebroadbandbrokers.com.au/dispute-resolution/)

### Telecommunications Industry Ombudsman

If you are still unhappy with the outcome of your dispute with us, you can contact the Telecommunications Ombudsman (TIO) for assistance. Their phone number is 1800 062 058. Visit [tio.com.au/contact-us](http://tio.com.au/contact-us) for further information on how to contact the TIO.