



CRITICAL INFORMATION SUMMARY

This summary may not reflect any discounts or promotions which may apply from time to time.

SERVICE SPEED	DATA	MONTHLY CHARGE	SETUP FEE	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
NO LOCK IN PLANS					
25/5	Unlimited	\$69.95	\$120.00	\$189.95	\$189.95
50/20	Unlimited	\$79.95	\$120.00	\$199.95	\$199.95
100/40	Unlimited	\$99.95	\$120.00	\$219.95	\$219.95
250/25 mbps**	Unlimited	\$129.95	\$120.00	\$249.95	\$249.95
12 MONTH PLANS					
25/5	Unlimited	\$69.95	\$59.00	\$128.95	\$888.40
50/20	Unlimited	\$79.95	\$59.00	\$138.95	\$1,008.40
100/40	Unlimited	\$99.95	\$59.00	\$148.95	\$1,128.40
250/25 mbps**	Unlimited	\$129.95	\$59.00	\$168.95	\$1,488.40
24 MONTH PLANS					
25/5	Unlimited	\$69.95	\$0.00	\$69.95	\$1,678.80
50/20	Unlimited	\$79.95	\$0.00	\$79.95	\$1,918.80
100/40	Unlimited	\$99.95	\$0.00	\$89.95	\$2,158.80
250/25 mbps**	Unlimited	\$129.95	\$0.00	\$119.95	\$2,878.80

Identifiable speeds are the maximum attainable line speed except for 250/25 and 1000/50 plans (outside of peak hours). You will likely not experience these maximum speeds, please refer to the typical evening speeds in the Key Fact Sheet.

**New plan with theoretical maximum speed and only available for select areas. As this plan is new we do not have enough data to provide an average sampled evening speed. Our website and Key Fact Sheet will be updated once this is available. If your attainable service line speed (on FTTN/FTTB/FTTC) cannot support this speed tier, we can move you to a lower speed tier or you can terminate your service.

SERVICE DESCRIPTION Your service is delivered through the RedTrain, OptiComm, Vision Networks, and NBN networks with speed ranging between 25/5Mbps and 1000/50Mbps depending on the plan chosen (see table above).

THE MINIMUM CONTRACT TERM

The services are supplied on a no lock-in contract with a minimum term of 30 days, or 12- and 24-month contract term.

EQUIPMENT SET UP

A network termination device will be installed into your premises and a router is required to access the service. In order to distribute WiFi to multiple users in your home, HFC & FTTH customers will require an ethernet WAN (E-WAN) compatible router and FTTN, FTTB & VDSL customers will require a VDSL2 compatible modem or router.

It is possible to use some of these technology types without a router, but we recommend against this for security reasons

We can provide a router with your chosen plan at an additional once-off cost.

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

If you use equipment that we have not supplied to you or otherwise approved, then we will provide a minimum assistance for you with that equipment, but cannot be responsible for its operation.

SERVICE SPEEDS

Service speeds can vary due to factors such as: the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network.

Many home routers and Wi-Fi networks will bottleneck your connection to the internet, especially with our faster fibre plans.

You may upgrade this plan by requesting a plan change before the end of the billing period (which is a calendar month). New plan to begin at the commencement of the next month. The plan can be changed to any compatible fibre plan with no additional costs for plan changes.

All plans are subject to our Acceptable Use Policy. You must not use your service in an unreasonable manner which detrimentally affects our network.

