

# Critical Information Summary

## Residential NBN Plans (home nbn)

- 1) Service to be provided:** This service is only available within an nbn Fixed Line service area. This summary may not reflect any discounts or promotions that may apply from time to time.

Plan name	Service tier	Data allowance	Monthly charge	Total minimum cost (1 month)
nbn®25/5 Mbps	25/5Mbps	Unlimited	\$58.00	\$58.00
nbn®50/20 Mbps	50/20Mbps	Unlimited	\$85.00	\$85.00
nbn®100/20 Mbps	100/20Mbps	Unlimited	\$85.00	\$85.00
nbn®250/25 Mbps	250/25Mbps	Unlimited	\$99.00	\$99.00
nbn®1000/50 Mbps	1000/50Mbps	Unlimited	\$110.00	\$110.00

**2) Service description:**

- a) nbn fixed line services are available to address within the nbn fixed line coverage area that confirmed ready for service by nbn. Fixed line access technologies used to deliver these services include: FTTP, FTTN, FTTC, FTTB, HFC. Services available on the nbn fixed line network range between 25/5 Mbps and 1000/50 Mbps depending on the services available in your area and your chosen plan (see table above).

**3) Service speeds:**

- a) Plan speeds are the maximum attainable and we provide no guarantee that these speeds will be achieved consistently. Average typical evening speeds data is currently not available.
- b) Service speeds can vary due to factors such as the type of technology available with your service, network capacity as well as local factors such as the performance of your hardware such as your router, fibre network or any interferences (such as large appliances or concrete walls).
- c) Many home routers and Wi-Fi networks will hold-up your connection to the internet, especially with our faster fibre plans. Our customer support team can help with exploring the best Wi-Fi setup for your household.
- d) You may upgrade this plan by requesting a change to your plan before the end of the billing period, which is a calendar month. Any new plan will begin at the commencement of the next month. The plan can be changed to any compatible plan with no additional cost.
- e) All plans are subject to our acceptable use policy. You must not use your service in an unreasonable manner that will detrimentally affect our network.

**4) Installation and set-up fees:**

- a) Standard installation is included at no additional cost with all new NBN plans. Non-standard installations may incur additional fees. You will need an NBN-compatible modem/router to use this service. You can bring your own (BYO) or purchase one from us.

**5) New development fee**

- a) The 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 each new premises requiring an nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

**6) The minimum term:**

- a) 1 month. You can upgrade your plan at any time.

**7) Termination charges: :**

- a) A notice period of 30 days in required in writing to cancel your plan.

**8) Service availability:**

- a) NBN service availability depends on whether the NBN has been rolled out to your premises. To check availability, you can use the NBN Co's rollout map at <https://www.nbnco.com.au/learn/rollout-map>. Alternatively, please visit our website or contact our customer service team for assistance in determining service availability at your location.

**9) Activation cost:**

- a) nbn® fixed line services have \$0 activation (New Development Fee may apply,). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. \$0 activation excludes any applicable "Special Linkage Charges" required to connect your service. For example: Lead-in cabling, in-building cabling, non-standard installations, nbn® new development fee.

**10) Invoicing options:**

- a) We accept credit card payments: Visa and Mastercard and nonautomated payments (bank deposit, EFT, cheque, money order).
- b) Every failed payment incurs a charge of \$4.40 on your next bill.
- c) If you wish to avoid fees and charges, please select the BPAY option.

**11) Pro-rata billing:**

- a) If you connect to your plan partway through a month then your monthly access fee, as well as any allowances, will be calculated based on the number of days remaining in that month.

**12) Discounts and promotions:**

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

**13) Priority assistance:**

- a) Priority assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilise our service. If priority assistance is required, you should apply through a provider who can offer this service.

**14) Failure to connect:**

- a) If you have signed up for a Elevate Internet service but then decide to not proceed with the order, then we may be required to pass on costs incurred while pursuing your order.

**15) Customer complaints and information:**

- a) For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at [resolutions@elevateinternet.com.au](mailto:resolutions@elevateinternet.com.au) or call 1300 159 250.
- b) If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit [www.tio.com.au](http://www.tio.com.au)
- c) This is a summary only - the full legal terms for services are available at [www.elevateinternet.com.au](http://www.elevateinternet.com.au)