

## Critical information summary for your NBN Broadband Unlimited BASIC SPEED plan

### Description of the Service

This is an NBN Internet service with unlimited data allowance provided over the NBN network. This is only available in NBN enabled areas and is only available to residential users and is not suitable for business use.

#### Mandatory components:

You will require an NBN ready modem/router to access this service. We can supply one for a one-off fee of \$99 if required. Due to complexities on the network we recommend you to use one of our supplied modem/routers however we do support BYO modem/router.

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your property. You must be capable of configuring your BYO device yourself.

#### Minimum term:

This service has no lock in contract and you are free to cancel at any time. It has a 1 month minimum term.

#### Set up costs:

There are no set up or activation costs associated with this service.

#### Key details:

The NBN broadband plan that you have ordered is on our BASIC SPEED.

\*Interface speeds refer to the speed to the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

#### Standard installation requirements:

Standard NBN installation is included with this plan. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Home service, you will not be able to move back to a copper service.

### Information about Pricing

#### Minimum monthly charges & cost of data:

Plan	BASIC SPEED
Download connection speed	Usually between 5Mbps – 12Mbps
Monthly charge	\$54.90
Monthly data quota	Unlimited

#### No lock in contract:

Minimum charge in 1st month	\$54.90
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#### Additional connection charge for new developments:

If nbn™ identifies your premises to be within the site boundary of a new development the \$300 nbn™ New Development charge will apply to connect your premises to the nbn™.

#### Speed Change Fee:

A one off charge of \$25 applies to change up or down speed.

#### Order Cancellation Policy

If after ordering your NBN service you wish to cancel due to change of mind, no refund will be provided if your order is in progress with the carrier.

Your order will be deemed as 'in progress' once you have received notification by email that your order has been submitted to our carrier.

### Usage Information

A spend management tool is available to all Tangerine Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/tangerinetelecom/>

### Connection Timeframes:

Once we've accepted your application, we'll try to connect your NBN Broadband service as quickly as possible. We are reliant on the NBN installation team to complete your connection. NBN will advise us of a reserved installation appointment for your connection.

We will advise you of the reserved installation appointment. In some instances, the NBN installer may be unable to attend the reserved appointment and we apologise in advance if this happens at your installation. Reasons may include high workload, capacity shortfall or other factors out of our control.

If your installation appointment is re-scheduled, we will do everything possible to inform you ahead of the installation date. Unfortunately on occasions we are not informed by NBN if an installer is unable to attend an appointment until after the appointment time and date. We apologise in advance if this is the case.

### Service Details:

This Tangerine Telecom NBN Broadband is provided using the NBN network. Tangerine Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to nbn™. For further information on the NBN network please visit <http://www.nbnco.com.au>

This service is for residential use only and business use is not permitted.

### Broadband Speed:

Actual speeds you will receive will vary due to a number of factors such as the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. An additional bandwidth boost can be added to your plan for an additional \$10 per month. This will improve performance during peak usage times.

### Availability:

NBN Broadband is only available in an area that has been enabled for nbn™. To check whether your premises is enabled please see [www.nbnco.com.au](http://www.nbnco.com.au).

### Billing

We will bill you in advance for the minimum monthly charge. When signing up online your first month of monthly charges will be charged in advance. This upfront payment will be applied to your first monthly bill.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. With this in mind your first bill will likely include charges for more than one calendar month.

No pro-rata credits or refunds are offered for cancelling accounts. Please bear this in mind if you need to cancel a service.

**IMPORTANT:** Billing for your NBN service will commence from the day that the NBN activation is completed by nbn™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

### Non-direct debit and paper bill fees

If your account is NOT set up on direct debit then you will be charged a \$3.50 / month non-direct debit fee. If you choose to receive your bill via post then you will be charged a \$3.50 / month paper bill fee. It is free to receive your bill via email.

### Credit/Debit card surcharges

A surcharge will apply for payments made by credit or debit card. 1% applies to VISA and MASTERCARD and 2% applies to AMEX. It is free to pay your account using bank account direct debit. You can also pay ahead of your direct debit at any time for free using EFT bank transfer. Please ensure to use your account number as reference for any payments.

### Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$15 + gst will apply. The due date is the 15th of every month. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

### Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 211 112.

You can access our complaint resolution process via the details on our website at [www.tangerinetelecom.com.au/policies](http://www.tangerinetelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

### Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of 1<sup>st</sup> March 2018.