



CUSTOMER INFORMATION SUMMARY

NBN Broadband

Version 5

Critical Information Summary

Plan		Unlimited 12 Month Plan	Unlimited 24 Month Plan
NBN Bronze – 12/1	Minimum monthly charge	\$ 59.95	\$ 59.95
	Minimum charge for entire term	\$ 967.40 *	\$ 1,438.80
NBN Silver – 25/10	Minimum monthly charge	\$ 69.95	\$ 69.95
	Minimum charge for entire term	\$ 1,087.40 *	\$ 1,678.80
NBN Gold – 50/20	Minimum monthly charge	\$ 79.95	\$ 79.95
	Minimum charge for entire term	\$ 1,207.40 *	\$ 1,918.80
NBN Black – 100/40	Minimum monthly charge	\$ 89.95	\$ 89.95
	Minimum charge for entire term	\$ 1,327.40 *	\$ 2,158.80

* all 12 month plans include charges for a Home Network Gateway device, at a cost of \$ 149 (inc GST), plus a setup fee, at a cost of \$ 99 (inc GST). These two fees will be charged on your first bill. 24 month plans do not incur these two fees.

Information about the service

The Service:

Our **NBN Broadband** service offers post-paid asymmetrical internet interface connection via the National Broadband Network where available and an included unlimited data allowance. There are no peak or off-peak restrictions on your use.

Mandatory components:

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work. We can provide our Home Network Gateway for self-installation at no cost if you choose a 24 month term plan, otherwise the HGN is \$149 (inc GST). Additional charges apply for Home Network Gateway installation and replacement. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is

your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information. All bills are delivered by email. Monthly payment of bills is only by Direct Debit from either a bank account or credit card.

Minimum term:

The service is available with a minimum term of twelve months. There is also a 24 month term option.

Important conditions:

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your speed or plan allowance once per month. You cannot downgrade your speed or plan while within contract term. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Requests to upgrade the speed will result in a restart of the originally chosen term length. Requests to downgrade the speed will result in a cancellation of the existing service and incur an Early Termination Charge.



You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$300.00 (inc GST) and this will appear on your first bill. Subsequent install charges will be levied by NBN Co if 1) additional NBN connections are requested at the same address 2) a new copper pair needs to be connected to complete the NBN connection. These additional charges will be separately quoted by NBN Co at time of order.

Factors affecting speeds

Interface speeds refer to the speed of 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 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, the age and condition of connection wiring, the type/source of content being downloaded, as well as environmental conditions (such as weather, and other factors).

In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds, as will the condition of the connection wiring from the Node to your premises.

WiFi

In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

Congestion Prioritisation

If there is a lot of "traffic" (i.e. lots of people downloading stuff at the one time) your internet speed can be impacted.

Equipment

Older or outdated equipment such as modem's can affect the speed of your connection. Other equipment such as filters, sockets internal wiring may also cause speed issues.

Overseas Content

Content being downloaded from overseas servers can be lower than domestic content due to congestion on international pipes.

NBN Bronze 12/1	NBN Silver 25/10	NBN Gold 50/20	NBN Black 100/40
<p><i>It's perfect for light web browsing, where only one device is likely to be connected to the internet at any given time.</i></p> <p>This service is configured on a 12/1 NBN connection with download speeds of 1Mbps to 12Mbps and uploads speeds of 0.1Mbps to 1Mbps.</p>	<p><i>Great for when there are a few of you, or where more than one device is connected to the internet at the same time.</i></p> <p>This service is configured on a 25/10 connection with download speeds of 1Mbps to 25Mbps and uploads speeds of 1Mbps to 10Mbps.</p>	<p><i>Great for when multiple users are connected to the internet at the same time with higher requirements for things such as streaming and online gaming.</i></p> <p>This service is configured on a 50/20 connection with download speeds of 1Mbps to 50Mbps and uploads speeds of 1Mbps to 20Mbps.</p>	<p><i>Ideal for customers doing data-hungry things such as downloading movies and music, playing video games online, or streaming live video and TV.</i></p> <p>This service is configured on a 100/40 connection with download speeds of 1Mbps to 100Mbps and uploads speeds of 1Mbps to 40Mbps.</p>
Many factors affect speed			
You will experience the following download speeds during peak hours (7pm to 11pm)			
Below 12 Mbps	Below 25 Mbps	Below 50 Mbps	Below 100 Mbps

1800 10 10 50

hello@carboncomms.com.au

carboncomms.com.au



Information about pricing

Minimum monthly charge:

Please refer to table on previous page for pricing information.

Maximum monthly charge:

Please refer to table on previous page for pricing information.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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, plus any Home Network Gateway and setup fees if applicable.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur an Early Termination Fee

For 12 month terms = ETF of \$300.00 (inc GST)

For 24 month terms = ETF of \$400.00 (inc GST)

Unit Pricing Information:

Please refer to table above for unit pricing information.

Other information

Usage information:

You can monitor your usage at www.carboncomms.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1800 10 10 50 or by sending an email to hello@carboncomms.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

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.

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>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of September 2018.