

CRITICAL INFORMATION SUMMARY

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

Super Broadband

Plan	Super 100GB	Super 1000GB
Monthly Access Charge	\$50 /month	\$60 /month
Monthly Data Allowance	100GB	1000GB

INFORMATION ABOUT THE SERVICE

A standard ADSL Broadband connection with a monthly fee.

More information about the service

This offer is unbundled.

Hardware & Equipment

No modem/router is included with this plan. Customers may choose to purchase either a ADSL2+ compatible modem/router or a ADSL2+/NBN Compatible Modem Router for an additional charge.

Minimum Term

This plan is month to month. No contract applies.

What's Included

This plan includes either 100GB or 1000GB of ADSL Broadband. If you exceed your monthly usage allowance, the speed of your service will be reduced to 256/64k for the duration of the current billing period. Importantly this means you will not incur excess data usage charges. Unused monthly data allowances will not carry over to the following month.

INFORMATION ABOUT PRICING

Monthly Access Fee

Refer to table for each plan's monthly access fee and data allowance.

Early Termination

No early termination charges apply to this plan.

Additional charges

1GB of data will cost \$0.50

Connection Charges

The connection fee for a new Broadband connection is \$150 on the Super Broadband Plans.

OTHER INFORMATION

Connection and Restoration Timeframes

Where you request a new connection we will endeavour to connect the service on the date requested. All service connections are subject to appointment availability.

The Customer Service Guarantee (CSG) sets out minimum performance standards in relation to service connection times, fault repair times and keeping appointments. A copy of the (CSG) is accessible from the relevant website listed at the bottom of this document.

Broadband Service Availability and Pricing

Service availability is dependent on geographic location. Services will be connected to either Zone 1 or Zone 2. Broadband zones are based on the industry's current zoning of Telephone and Broadband exchanges. To confirm which one applies to your broadband service please speak to a customer service representative.

Broadband Speeds

We will always connect you to the highest available speed. Where possible this will be an ADSL2+ connection and where ADSL 2+ is not available to you will be provided with an ADSL 1 service. Broadband speeds are impacted by a range of factors including the length and quality of the copper line between your premises and the exchange, your computer's set-up and the quality of your broadband modem and line filter. The number and type of services being used in your area as well as the configuration of any computer you are trying to access can also impact the speed.

Usage Information

We recommend that you use our SmartCentre application to track your usage. It is available at the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

Billing

When you first start a Plan or change your Plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's data allowance.

Paper invoice charge

Paper invoices incur a fee of \$2.20 (including GST). Receiving your invoice via email does not incur a charge.

WE'RE HERE TO HELP

For More Information or Questions

We are committed to creating a culture where your feedback is encouraged, recognised and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please phone our Customer Help Team on **1300 228 123**.

TIO

If you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO). The TIO can be contacted on 1800 062 058 or log onto the website: www.tio.com.au.