

This summary gives you the important information you need to know about your NBN service plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Information about the Service

SERVICE DESCRIPTION

SmartNBN TC4 is delivered via the National Broadband Network (NBN) using FTTP, FTTB, FTTN, FTTC or HFC technology to the network boundary point of your premises and includes unlimited internet. SmartNBN TC4 is an asymmetric service, meaning your download and upload speed will be different.

AVAILABILITY

SmartNBN TC4 is available at selected coverage areas and subject to NBNco infrastructure availability at customer's premises.

MINIMUM SERVICE TERM

The service is supplied on a 1, 12, 24, 36 month contract term.

YOUR MONTHLY DATA ALLOWANCE

This service comes with an unlimited upload/download data allowance each month. There are no peak/off-peak restrictions on your use, and no excess usage charges. Our Acceptable Usage Policy applies.

EQUIPMENT REQUIRED

If you do not already have the required NBN infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be at the premises on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after confirmation of requirements.

You need an NBN compatible modem capable of PPPoE authentication and upstream VLAN tagging to connect your devices to SmartNBN TC4. Broadband Solutions can provide a modem for an additional cost.

IMPORTANT CONDITIONS & NBN SPEED

The actual speed of your service is likely to be slightly slower than the Access Plan you choose. This is because the protocols you use to transmit data use up some of the bandwidth, resulting in a slower speed. For FTTB, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available.

Information about Pricing

Pricing for SmartNBN TC4 varies depending on the plan you choose and your contract term. A Broadband Solutions representative will be able to qualify any requested location to identify options and pricing for you.

YOUR MINIMUM MONTHLY CHARGE & TOTAL PLAN COST

PLAN	Monthly Charge (inc GST)	Contract period	Total Contract Cost (inc GST)	Installation Fee (inc GST)
NBN25	POA	1,12,24,36 Months	POA	POA
NBN50	POA	1,12,24,36 Months	POA	POA
NBN100	POA	1,12,24,36 Months	POA	POA

CONNECTION OR ACTIVATION CHARGE

Activation charges vary depending on the contract term chosen.

We may charge you additional charges if the installation of your SmartNBN TC4 service requires additional charges from NBNco installation.

EARLY TERMINATION CHARGES

If your SmartNBN TC4 Internet Plan is cancelled before your minimum term has ended, you must pay us the monthly fee * by the remaining Monthly Charges for your plan. For example if you are on a 24 Month term and you cancel the plan with 20 Months remaining in the term then you must pay 20 * monthly charge.

Other Information

BILLING

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month. When you first start a plan or change your plan part way through a billing period, here's what your first bill will include:

Minimum monthly charge: a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

MONITOR YOUR SERVICE ONLINE

You can register for (CAT) Customer Access Toolkit which is the Broadband Solutions online portal in order to view your bills online 24 hours a day, 7 days a week. With the Broadband Solutions online portal, you'll be able to organise and check your billing information, view your online activity and update your contact details. To register, please email support@broadbandsolutions.com.au or contact 1300 683 000.

CONTACTING US

We are here to assist you with any inquiry so please feel free to contact Broadband Solutions If you have questions about your bill, technical support service or connection or any other matter relating to any of our services, please call us on 1300 683 000

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at www.tio.com.au/about-us/contact-us

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