

## NBN™ Plans – Critical Information Summary

### Information about the Service:

UnifiedNet™ NBN™ service is a broadband internet service which uses the NBN™ Fibre (FTTP, FTTB or FTTN) Network to deliver internet connectivity to the Network Boundary Point at your premises.

### Minimum Term:

UnifiedNet™ NBN™ is supplied on either 12 months or 24 months contract term.

### UnifiedNet™ NBN™ Includes:

- Unlimited monthly data allowances. Our Acceptable Usage Policy applies
- \$0 Activation Fee on 24 months contract term. Activation Fee applies on 12 months contract term
- Modem/Router Options & Cost: Bring your own compatible Modem/Router or get UnifiedNet™ Managed Modem/Router
- Managed Modem/Router Cost:
  - 12 Months Contract Term – \$11 per month for Standard Modem/Router or \$22 per month for Premium Modem/Router
  - 24 Months Contract Term – \$5.50 per month for Standard Modem/Router or \$11 per month for Premium Modem/Router
- Self-Install require otherwise \$330 Onsite-Install fee applies
- \$11 delivery fee applies for all hardware delivery
- All rates are inclusive of GST

### NBN™ Availability:

UnifiedNet™ NBN™ is being rolled out and is only available within NBN™ Fibre (FTTP, FTTB or FTTN) areas.

Please check availability online [www.unifiednet.com.au](http://www.unifiednet.com.au) or by calling 1300 130 111 or by emailing us your service address to [sales@unifiednet.com.au](mailto:sales@unifiednet.com.au).

### Typical Business Hours Download Speed:

Typical Business Hours Download Speed is measured between 9am and 5pm, Monday to Friday. The actual speeds for the service may be slower and vary due to many factors including but not limited to:

- type/source of content being downloaded,
- hardware and software configuration,
- number of users and performance of interconnecting infrastructure not operated by UnifiedNet™.
- devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

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### Information about Pricing:

#### NBN™ Plans:

UnifiedNet™ NBN™ Service Plan	Typical Business Hours Download Speed	Monthly Charge (Inc GST)	Total Minimum Cost on 12 Months Contract	Total Minimum Cost on 24 Months Contract
NBN™ 12/1Mbps	8Mbps download/ 512Kbps upload	\$66.00	\$902*	\$1,584
NBN™ 25/5Mbps	20Mbps download/ 4Mbps upload	\$82.50	\$1,100*	\$1,980
NBN™ 25/10Mbps	20Mbps download/ 8Mbps upload	\$88.00	\$1,166*	\$2,112
NBN™ 50/20Mbps	40Mbps download/ 15Mbps upload	\$99.00	\$1,298*	\$2,376
NBN™ 100/40Mbps	80Mbps download/ 30Mbps upload	\$110.00	\$1,430*	\$2,640

\*Total Minimum Cost on 12 Months Contract includes \$110 Activation Fee.

#### NBN™ Static IP Plans:

UnifiedNet™ NBN™ Service Plan	Typical Business Hours Download Speed	Monthly Charge (Inc GST)	Total Minimum Cost on 12 Months Contract	Total Minimum Cost on 24 Months Contract
NBN™ Static IP 12/1Mbps	8Mbps download/ 512Kbps upload	\$77.00	N/A	\$1,848
NBN™ Static IP 25/5Mbps	20Mbps download/ 4Mbps upload	\$93.50	N/A	\$2,244
NBN™ Static IP 25/10Mbps	20Mbps download/ 8Mbps upload	\$99.00	N/A	\$2,376
NBN™ Static IP 50/20Mbps	40Mbps download/ 15Mbps upload	\$110.00	N/A	\$2,640
NBN™ Static IP 100/40Mbps	80Mbps download/ 30Mbps upload	\$121.00	N/A	\$2,904.00

#### NBN™ Phone Plans:

Description	Monthly Charges (Inc GST)	Total Minimum Cost on 12 Months Contract	Total Minimum Cost on 24 Months Contract
NBN Phone	\$11.00 per month	\$132.00	\$264.00

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### NBN Phone Call Rates:

Description	Call Rates (Inc GST)
Local Calls	8.8c per call
National Calls	8.8c per minute
Calls to Australian Mobiles	19.8c per minute
13/1300 Calls	29.7c per call

### Other NBN™ Fees:

An additional once-off \$330 NBN™ New Development charge applies if your premises is identified by NBN™ as being within the site boundary of a new development.

### Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access fee multiplied by the number of months remaining on the contract term.

### Usage Information:

If you need to obtain your usage information, please contact UnifiedNet™ Customer Care on the details below.

### UnifiedNet™ Customer Care:

**Online:** [www.unifiednet.com.au/contact/support](http://www.unifiednet.com.au/contact/support)

**Phone:** 1300 130 111

**Email:** [support@unifiednet.com.au](mailto:support@unifiednet.com.au)

### Complaints Handling:

If you have a dispute with and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

**Attention:** Compliance Manager

**Email:** [compliance@unifiednet.com.au](mailto:compliance@unifiednet.com.au)

**Mail:** PO Box A2233 Sydney South NSW 1235

### Further Options:

If you are not satisfied with our handling of your complaint and you have escalated this within UnifiedNet™, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Telephone: 1800 062 058).