



## Critical Information Summary

### Information about the service

#### Description of the service

Your **NBN Extreme** plan gives you superfast broadband on the NBN Optical Fibre network to access the internet and includes a monthly data allowance.

Please note this service is not available in all areas. Contact us to check your zone availability or check online with our coverage checker at: [switchedonaustralia.com/nbn-rollout.php](http://switchedonaustralia.com/nbn-rollout.php)

#### Bundling arrangements

A VoIP phone service is also available as a bundled option with Switched On's NBN Fibre Broadband services at an additional cost, but it is not mandatory for you to select this option.

#### Mandatory components

You will require an NBN ready modem/router in order to access this service. The monthly fee does not include the cost of a modem/router but you may purchase one from us at an additional cost. Please contact us to discuss what modems can be made available to you and relevant pricing with this offer.

#### Minimum term

This service is available on either a **12** or **24 month** minimum term.

#### What's included?

This plan includes the following monthly inclusions for use within Australia:

**100 GB - Monthly Data Allowance** where 1GB (Gigabyte) = 1,024MB (Megabytes), with no peak or off peak limitations.

The following features are included, at **no additional charge**:

- Mailbox
- Access to MyInbox – online webmail

#### What's not included?

If you exceed your 100 GB data quota in a monthly billing period, you won't be charged extra but your download/upload speeds will be slowed down to 512Kbps for the balance of the billing cycle, and will return to full speed once the cycle date has passed.

Your unused Monthly Data Allowance will expire each month at the end of your billing cycle. Plan details can be viewed at:

[switchedonaustralia.com/residential/nbn/plans.php](http://switchedonaustralia.com/residential/nbn/plans.php)

### Information about pricing

#### Minimum monthly charge

The minimum amount that you'll pay per month is **\$69.95**.

#### Total minimum plan cost

The minimum amount you'll pay over the period of your plan term (plus any additional equipment repayments), is:

**12-month** term is **\$914.40** (made up of a \$75 setup fee, and \$69.95 per month over your contract term)

**24-month** term is **\$1678.80** (made up of \$69.95 per month over your contract term)

#### Early termination charges

If your service is cancelled early (and not due to our fault) and you do not agree with us otherwise, you will be charged an early termination charge (ETC). The maximum ETC you would have at the start of your service with us (plus any additional equipment repayments), will be:

- **12-month** contract term - **\$ 839.40**
- **24-month** contract term - **\$1678.80**

So for example, if you cancel in Month 12 of a 24-month contract the ETC will be:  $\$1678.80 - (12 \times \$69.95) = \$839.40$

#### Unit pricing information

Cost of using 1MB of data within Australia (incl. in allowance)	<b>\$0.00068</b>
Excess data charges	<b>Nil</b>

#### Setup charges

**12 months:** \$75 or **24 months:** \$0

#### Speed boost packs

You can purchase a Speed Boost Pack for your Switched On NBN service. Refer to the table below for available speeds and pack charges. These charges will be added to your monthly access fee each month on your bill.

25 Mbps / 5 Mbps	<b>\$10 per month</b>
50 Mbps / 10 Mbps	<b>\$15 per month</b>
100 Mbps / 40 Mbps	<b>\$20 per month</b>

#### Other charges

We'll provide your bill electronically via email at no charge. If you prefer, we can post you a paper bill for a small monthly fee of **\$2.50**. Unfortunately, if you don't pay your bill by its due date we may charge you a late fee of **\$13.75** to cover our administration costs.

#### Got any Questions?

 **1300 455 620**

 [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)

 [switchedonaustralia.com](http://switchedonaustralia.com)



## Other Information

### Usage information

We have an easy-to-use usage meter where you can keep track of your usage, view your past statements and pay your bills. We'll also provide you with SMS usage alerts when you exceed your monthly limit for your Call and Data Allowances.

To view your usage, you can login to the customer portal at: [switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

Please bear in mind, that usage records are provided to us from our host network which runs about 48 hours behind actual usage. This delay could be greater if there are outages. For that reason, we highly recommend you monitor and adjust your usage regularly, as notifications of usage and your usage meter may be affected by this delay.

### Billing

Your bill is payable on the **15<sup>th</sup> of each month**. Each bill includes any applicable usage charges, plus the Minimum Monthly Charge in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges so may be higher than expected.

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, in addition to the minimum monthly charge in advance for the next billing cycle. You'll also only receive a proportion of your monthly data allowance based on the number of days left in the billing period, and your full monthly data allowance in the next month.

For more information on billing visit our website at: [switchedonaustralia.com/members.php](http://switchedonaustralia.com/members.php)

### Availability

NBN is not available in all areas or to all customers and is only available to eligible Switched On residential customers who are located in the area of a Switched On NBN Fibre enabled exchange. Unless your premises are already connected, you will need to be connected to the NBN Network. Standard installations are done without charge to you. Non-standard installations may require you to pay charges. We will provide the service at the address which you nominate. If you relocate, Switched On may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

### Broadband speeds

NBN Fibre Broadband is capable of delivering speeds of up to 100Mbps/40Mbps, however, will be connected with a maximum speed of 12Mbps/1Mbps unless a speed booster pack is selected. Actual download/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 and software configuration, type of content being downloaded/uploaded and the connection method within the premises.

### Installation

A minimum of two appointments are needed to connect your service on the NBN, one with NBN Co and one with us. We'll arrange both appointments. NBN Co. advises it can take up to one month (30 days) for NBN to become fully connected, including installation and delivery of service. A standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your Switched On bill.

### Customer service guarantee

The CSG Standard specifies timeframes for the connection of services, the repair of faults and the making and keeping of appointments. This applies to the standard telephone service, telephone line, and certain enhanced call handling features (namely, Call Waiting, Call Barring, Call Divert, Calling Number Display and Calling Number Display Suppression). Customers may be entitled to financial compensation if we fail to meet our CSG Standard requirements. If you decide to sign up for this bundled VoIP service, you will be asked to waive your rights to any compensation payable under the CSG Standard. If you do not waive your rights, we will not be able to supply the service to you.

For more information about the Customer Service Guarantee see: [switchedonaustralia.com/legal/csg.php](http://switchedonaustralia.com/legal/csg.php)

### Customer Service

We are committed to providing you with excellent service. If you have any questions, would like to give feedback or complain, you can contact us by calling **1300 455 620** during business hours, or by sending an email to [info@switchedonaustralia.com](mailto:info@switchedonaustralia.com)...we'd love to help you.

### Complaints or disputes

We encourage you to always contact us first if you experience any problem or are unhappy and we'll do our best to solve your problem during our first contact. You can find further information about our complaint resolution process via our website at:

[switchedonaustralia.com/complaints.php](http://switchedonaustralia.com/complaints.php) or [switchedonaustralia.com/legal/legal.php#Policies](http://switchedonaustralia.com/legal/legal.php#Policies)

### Telecommunications industry ombudsman

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman (TIO) on:

**1800 062 058** or by visiting the TIO website at: [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

This is a summary only – the full legal terms and conditions are available at: [switchedonaustralia.com/legal/legal.php#SFCC](http://switchedonaustralia.com/legal/legal.php#SFCC)

Information and pricing is correct at the time of printing and is inclusive of GST.

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