Critical Information Summary

FairTel nbn® plans

Information about the service

FairTel nbn® Plan	Available Connection Types	nbn® Speed Tier	Typical Evening Download and Upload Speeds *	Minimum Monthly Charge	Connection Fee	Included Data	No Lock-in Contract
BUSINESS PLUS	FTTP, HFC**	250/100	250Mbps/85Mbps	$109.00	$55.00	UNLIMITED	☑
BUSINESS SUPERFAST	FTTN**, FTTP	500/200	500Mbps/175Mbps	$129.00	$55.00	UNLIMITED	☑
BUSINESS ULTRAPLUS	FTTP, HFC**	1000/400	815Mbps/285Mbps	$159.00	$55.00	UNLIMITED	☑
BUSINESS HYPERFAST	FTTP, HFC**	2000/500	1700Mbps/385Mbps	$219.00	$55.00	UNLIMITED	☑

*** Typical Evening Download and Upload Speeds are measured between 7pm and 11pm. nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information. **These plans are only available on some FTTN and HFC connection types.**

Service Description

Our nbn® plans run an internet service provided over the National Broadband Network and in nbn® enabled areas.

Mandatory Components

You require an nbn® compatible modem/router for this service. We can supply one for a one-off up-front fee if required. You can choose to BYO modem, but it must be compatible with your nbn® technology type. You must be capable of configuring a BYO device yourself. We will only be able to provide limited 'best effort' support for BYO device.

Key Details

This service is provided on a no lock-in contract basis. You can cancel your service by submitting a cancellation request any time. up until 5pm on the last day of the billing period for that service. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date. Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of your billing period. All nbn Plans include unlimited data but are subject to the Fair Use Policy on our website.

Standard Installation Requirements

Standard Installation is included with your plan. A 240- volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery. If you take up an nbn® service upgrade, you will not be able to move back to a copper service.

Non-Standard Connection Charges and Hardware Refund Policy

If non-standard installation is necessary, additional charges may apply. If NBN Co deem your property to be a new development, the nbn® New Development charge of $300 inc. GST will apply. If you cancel your plan at any time, we will not refund the cost of any hardware purchased from us, except in accordance with our Hardware Limited Refund Policy. Modems are yours to keep, come unlocked, and can be used with an alternative provider or technology type.

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Other Information

Service Details and Coverage

This FairTel nbn® service is provided using the nbn® network. FairTel is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Static IP Address Add-On

This FairTel nbn® service includes a Carrier-grade NAT IP address. You can change to a static IP address for $5 per month on top of your monthly nbn® plan fees by contacting us on 08 9779 9966

Broadband Speeds

The actual speeds you will receive may vary due to a number of factors such as the number of end-users on the service at the same time, the hardware, the software and software configuration, the connection method within the premise and the type/source of content being downloaded or uploaded. nbn® services provided using FTTB, FTTC, or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected.

If you are not satisfied with the broadband speeds that you can achieve on your nbn® service, we recommend letting us know as soon as possible. We may be able to recommend troubleshooting to improve your speeds. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we will inform you, offer to move you to a lower speed tier, and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

Billing

We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on 28th. It is free to receive your bill via email. Important: Billing for your nbn® service will commence from the day that the nbn® activation is completed by NBN Co. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Additional Account Fees

The following account fees apply:

Paper Bill Fee $3.50 (available on request only)

Bounced Payment Fee $11.00

Late Payment Fee $15.00 If your account is not paid in full within 5 days after the monthly due date a late payment fee of $15.00 applies.

Complaints

If you have any concerns or complaints, please call us on **08 9779 9966** or email **info@fairtelstaff.com.au**

You can also contact the **Telecommunications Industry Ombudsman** on **1800 062 058** or submit an enquiry at **http://www.tio.com.au/**

We are always happy to help!

If you have any questions, call us on **08 9779 9966** or you can email us at **info@fairtelstaff.com.au**

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