# Critical Information Summary:25Mb/10Mb(1TB) NBN Internet

## Information About The Service

25Mb/10Mb (1TB) Internet is a NBN Data Service.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

*Phone Systems Brisbane* will check this for you and confirm NBN service availability.

### Bundling Requirements

We do not require that you bundle this service with any other service.

### Minimum Term

Minimum commitment term is 24 months.

### Availability and Qualification

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### What's Included and Excluded

You receive 1T**B** of Data Allowance each month. There are no peak or off peak restrictions on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Changing Line Speeds

Increase or decrease in download/upload speeds will be charged at **$25.00 per change**. You may only change your plan once per month.

### Ethernet Speeds

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 10Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC.

The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### Equipment

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router.

## Information About Pricing

### Minimum monthly charge

Your minimum monthly charge is **$125**

### Total minimum cost

The minimum amount you'll pay is **$3000** over 24 months.

### Maximum monthly charge

Your maximum monthly charge is equal to the minimum monthly charges for this plan, unless you purchase additional data during the month.

### Connection Charge

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. 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 first bill.

A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **$69.95** fee may apply to get you up and running.

**Phone Systems Brisbane Pty Ltd ABN: 97 635 266 828 T: 1300 851 411 F: 1300 78 2205**
**Further Information: www.phonesystemsbrisbane.net.au**
Information is current as of 20/8/15, is subject to change without notice and all prices quoted include GST

## Service and Plan Changes

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

## Early Termination Charge (ETC)

If you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination charge (ETC) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for any excess Data not included in the minimum monthly charge. Your first invoice will be higher than $74.00 because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

## Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at http://phonesystemsbrisbane.net.au/service-difficulties-faults/ or by emailing info@phonesystemsbrisbane.net.au.  Our complaint handling policy can be downloaded at http://phonesystemsbrisbane.net.au/terms-and-conditions/

## Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.  The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.

## Other Information

### Call and Data Usage Information

Phone Systems Brisbane customers can obtain information:

- On Phone Systems Brisbane usage pricing at www.phonesystemsbrisbane.net.au
- On their Phone Systems Brisbane data usage and billing here

### Customer Service Contact Details

You can contact Customer Service by calling **1300 851 411**: or by emailing support@phonesystemsbrisbane.net.au

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