

Critical Information Summary Unlimited nbn™ + Voice Plan

DESCRIPTION OF THIS SERVICE

EnergyAustralia's Unlimited nbn™ data and Voice plans deliver broadband internet connectivity via the nbn™ network to the Network Boundary Point of your premises. The Unlimited nbn™ data plans are designed for residential customers and domestic users, and should not be used primarily for public, business or commercial use. The Unlimited nbn™ plan is invoiced on a monthly billing cycle.

EnergyAustralia's nbn™ Voice service is a Voice over IP (VoIP) service which allows you to make and receive calls through your EnergyAustralia nbn broadband service.

Plan Name	EnergyAustralia-Standard nbn™ + Voice	EnergyAustralia-Standard Plus nbn™ + Voice	EnergyAustralia-Premium nbn™ + Voice
Minimum Monthly Charge **	\$60	\$70	\$90
Minimum Total Cost (12 Month term)**	\$720	\$840	\$1080
Data Allowance	Unlimited	Unlimited	Unlimited
Typical evening speed (7pm-11pm)	20.91 Mbps	43.6 Mbps	80 Mbps

Early Termination Fee : \$120

Min Contract Term: 12 Months

** These charges include a \$10/month discount that applies during the period that you also acquire an EnergyAustralia energy service. This discount does not apply if you no longer acquire an EnergyAustralia energy service. In this case, your monthly charge will increase by \$10 and the minimum 12-month cost will increase by up to \$120, depending on when your EnergyAustralia energy service ends.

Bundling: You don't have to bundle this service unless you wish to bundle Voice services with your NBN Service. You will receive a discount on your minimum monthly charge when you also acquire an EnergyAustralia energy service.

Call Rates

Plan Name	Voice Super Saver
Call Rates (local)	Included in Voice Plan ¹
Call Rates (national)	Included in Voice Plan ¹
Call Rates (international)	Refer to our Pricing Schedule
Call Rates (national mobile)	15c per minute or part thereof (Cost of a 2min call – 30c)
Call Rates (13/1300)	44c per minute
Call Rates (1800)	Included in voice plan ¹

¹ Acceptable Use Policy applies and can be found [here](#).

Service Availability

The installation address for the service must be in an area serviced by the nbn Fibre Network. Availability of the service can be confirmed by calling an EnergyAustralia Customer Service Representative on 1800 448 305.

Installation

New Development Fees: if you are in a new development that is not already connected to the nbn network, nbn co may charge \$300 to connect your premises to the nbn network. If applicable, we will bill that charge to you. Standard installation is included. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to our Pricing Schedule [here](#).

About Plan Speeds

Regardless of the nbn technology type connected at your address, the actual speed of your service will be slower than the maximum line speed. During peak evening periods of 7pm-11pm you can expect to have download speeds of 20.91 Mbps on the 25/5 service, 43.6Mbps on the 50/20 service and 80 Mbps on the 100/20 service. Service speeds will vary due to a range of factors including congestion on the nbn network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location. Further information on the speed of your service is available [here](#).

Important information about Voice Service

- You must agree to waive your rights under the Customer Service Guarantee before we will supply you the Voice Service.
- This service may not be suitable with your business alarm system so please check with your alarm provider to confirm
- Emergency calls: This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers such as 000. This service is not suitable for people with life threatening medical conditions that require priority assistance security controls
- Number porting: Number porting is available and needs to be requested at time of application. This is subject to number portability being available from your existing provider
- The following cannot be called from this service: Australian Premium Rate Numbers (i.e. 190x), operator assisted numbers, special service numbers and certain high risk international destinations ([listed here](#)).

Equipment Required

You must have an nbn™ compatible modem for this service.

EnergyAustralia offers a choice of nbn™ compatible modems, as set out below. Each modem is Wi-Fi enabled and will allow connection to Wi-Fi compatible devices in your home. The manufacturer's warranty period begins from the date of purchase and is as follows:

Hardware	Cost (Inc GST)	Delivery Fee (Inc GST)	Warranty Period
TP-Link VN020	\$79	\$13.40	36 months
TP-Link VR1600V	\$139	\$13.40	36 months

Important Conditions:

Payments can only be made via direct debit from your credit card.

Early Termination charges:

If you terminate your services within 12 months of activation, then you will be pay an early termination fee of \$120 inc GST on your final bill. The minimum term and minimum monthly charge will commence upon NBN Service activation.

OTHER INFORMATION

Full Terms

This information is a summary only. Visit [here](#) for our Standard Form of Agreement which sets out the full terms and conditions on which we provide our products and services.

Usage Information

Customers can obtain information on their usage by visiting [here](#) or by contacting customer support on 1800 448 305.

Customer Support Contact Details

We are dedicated to excellence in servicing our customers. You can contact EnergyAustralia Customer Support for Support or Billing assistance via 1800 448 305.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy [here](#).

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 dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website [here](#)

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>