

Critical Information Summary Unlimited nbn™ + Voice Plan

INFORMATION ABOUT THE SERVICE

EnergyAustralia's Unlimited nbn™ plans delivers broadband internet connectivity via the nbn network to the Network Boundary Point of your premises. The Unlimited nbn 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.

Service Availability

The installation address for the service must be in an area serviced by the nbn Fibre Network. Availability for the service can be confirmed by contacting an EnergyAustralia Customer Service Representative on [1800 448 305](tel:1800448305).

The Voice service is only available through your EnergyAustralia nbn broadband service and is not available as a standalone product.

Installation

Standard installation is included. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to the [Standard Form Of Agreement](#)

Equipment Required

You must have an nbn compatible modem for this service. EnergyAustralia offers a choice of two modems, as set out below. Each modem is Wi-Fi enabled and will allow connection to any wireless device in your home. The manufacturer's warranty period, begins from the date of purchase and is as follows;

Hardware	Warranty Period
TP Link Archer VR500v	36 months
Netcomm NF18ACV	12 months

To use the Voice service, you will need to have your own VoIP compatible handset.

Minimum Contract Term

EnergyAustralia's Unlimited nbn plans are subject to a 12-month term. This is an agreement to supply the service to you at the address supplied by you in your application. If you relocate, EnergyAustralia will not be able to provide you with the same offer.

There are two speed choices available for EnergyAustralia's Unlimited nbn plans. Prices for each plan are as follows:

Plan Speed (Mps)	Minimum Total Cost ¹ Month-Month	Minimum Total Cost ¹ 12-Month	Data Allowance
25/5 ²	\$65.95	\$791.40	Unlimited
100/40 ²	\$85.95	\$1031.40	Unlimited

Other charges in relation to your broadband service are as follows:

Contract Length	Connection Fee for Standard Installations	Early Termination Charge	Modem (if acquired from Energy Australia)	Delivery
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¹ 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 so your monthly charge will increase by \$10 and the minimum 12-month cost will increase by \$120.

² 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-10pm you can expect to have download speeds of 15 Mbps on the 25/5 service and 60 Mbps on the 100/40 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](#)

12 Month	Nil	\$120.00 (incl. GST)	The TP-Link Archer VR500v RRP is \$125.00 (incl. GST) Netcomm NF 17ACV RRP is \$158.50 (incl. GST)	\$13.40 (incl.GST) (Standard – Australia Post)
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VOICE

Call Charges

Minimum monthly charge	\$10.00
Call Rates - Local	Included in voice plan
Call Rates - National	Included in voice plan
Call Rates - International	International Call Rates
Call Rates - National Mobile	15c per minute (a 2 minute Standard National Mobile Call will cost 30c)
Call Rates - 13 / 1300	44c per minute
Call Rates - 1800	Included in voice plan

OVERALL MINIMUM MONTHLY CHARGE

The 25/5 plan plus Voice will have a minimum monthly charge of \$75.95 with a minimum 12-month cost of \$911.40 and the 100/40 plan plus Voice will have a monthly charge of \$95.95 with a minimum 12-month cost of \$1151.40.

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

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](#)).

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 broadband usage by visiting MyAccount [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 at [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 at www.tio.com.au/making-a-complaint.