

## Critical Information Summary Unlimited nbn™ Plans

### INFORMATION ABOUT THE SERVICE

EnergyAustralia's Unlimited nbn plans deliver 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.

#### 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](#).

#### Equipment Required

You must have an nbn compatible modem for this service. EnergyAustralia offers a choice of two modems, 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

#### Minimum Contract Term

EnergyAustralia's Unlimited nbn plans are subject to a 12-month minimum term. This agreement is to supply the service to you at the address supplied by you in your application. If you relocate within the first 12 months, EnergyAustralia may not be able to provide you with the same offer at your new address and you will incur cancellation charges.

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.

### INFORMATION ABOUT PRICING

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

Plan Name	Plan Speed (Mbps)	Minimum Total Cost <sup>1</sup> Month-Month	Minimum Total Cost <sup>1</sup> 12-Month	Data Allowance
EnergyAustralia Go nbn	Standard – Typical Evening	\$65.95	\$791.40	Unlimited

	Speed 20.91 Mbps			
EnergyAustralia Go Further nbn	Premium – Typical Evening Speed 80 Mbps	\$85.95	\$1031.40	Unlimited

<sup>1</sup> 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.

<sup>2</sup> 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 and 80 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](#)

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
12 Month	Nil	\$120.00 (incl. GST)	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)

Payments of all monthly charges can only be made via direct debit from a credit card.

## **OTHER INFORMATION**

### **Full Terms**

This information is a summary only. Visit [here](#) for our Standard Form of Agreement which sets out the complete 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 calling customer support on 1800 448 305.

### **Customer Support Contact Details**

We are dedicated to excellence in servicing our customers.

You can call EnergyAustralia Customer Support for support or billing assistance on 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 remain dissatisfied with the outcome of your complaint after following the process above, 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](http://www.tio.com.au/making-a-complaint)