

Critical Information Summary (nbn®)



Plan Name	Supported nbn® technologies	Typical Evening Speeds ² (7pm-11pm)	Monthly Included Data	Minimum Monthly Charge ³	Maximum Monthly Charge ³
Essentials 25/10	FTTN/B/C, FTTP, HFC	Download 24 Mbps Upload 8 Mbps	Unlimited	\$72.00	\$72.00
Everyday 50/20	FTTN/B/C, FTTP, HFC	Download 48 Mbps Upload 16 Mbps	Unlimited	\$85.00	\$85.00
Family 100/20	FTTN/B/C	Download 97 Mbps Upload 16 Mbps	Unlimited	\$95.00	\$95.00
Family Plus 100/40	FTTN/B/C	Download 97 Mbps Upload 33 Mbps	Unlimited	\$99.00	\$99.00
Superfast 500/50	FTTP, HFC	Maximum Speed Potential ⁴ Download 500 Mbps Upload 50 Mbps	Unlimited	\$95.00	\$95.00
Superfast II 750/50	FTTP, HFC	Maximum Speed Potential ⁴ Download 750 Mbps Upload 50 Mbps	Unlimited	\$99.00	\$99.00
Ultrafast 1000/100	FTTP, HFC	Maximum Speed Potential ⁴ Download 1000 Mbps Upload 100 Mbps	Unlimited	\$109.00	\$109.00
Wireless Essentials 25/5	Fixed Wireless	Download 24 Mbps Upload 5 Mbps	Unlimited	\$72.00	\$72.00
Wireless Plus 100/20	Fixed Wireless	Download 66 Mbps Upload 10 Mbps	Unlimited	\$89.00	\$89.00
Wireless Homefast 200-250/8-20	Fixed Wireless	Maximum Speed Potential ⁴ Download 250 Mbps Upload 20 Mbps	Unlimited	\$92.00	\$92.00
Wireless Superfast 400/10-40	Fixed Wireless	Maximum Speed Potential ⁴ Download 400 Mbps Upload 40 Mbps	Unlimited	\$105.00	\$105.00

² **Typical evening speeds** are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network and the performance of third-party interconnection infrastructure that we do not monitor or maintain. We will inform FTTC, FTTN and FTTP customers of their actual download speed once connected, and if identified, your chosen plan speed is not achievable you will have the option to downgrade to a lower speed plan without penalties. Superfast and Ultrafast are only available at FTTP and limited HFC locations. Wi-Fi connected devices may have slower speeds than Ethernet connected devices.

³ **All pricing is shown inclusive of GST**

⁴ **Maximum Speed Potential** As these are new services, we do not have sufficient data yet to calculate the typical evening / busy period speed for them. We will update this information once sufficient data is available. Maximum speeds are the maximum theoretical possible speeds available to the speed tier during off-peak periods and may be affected by factors including but not limited to: weather, your network hardware, and location.

This summary does not include any promotional offers, discounts or price alterations that may occur on occasion.

Information about the service

Service Description

Services are delivered using the National Broadband Network (nbn) infrastructure (Fibre to the Premises, HFC, Fibre to the Curb, Fibre to the Node, Fibre to the Basement or Fixed Wireless) to deliver broadband to your home and offer unlimited data usage.

Where is it available?

These services are available anywhere where nbn has been rolled out – for more details please visit

<https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

Where applicable, nbn will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment. You will also need an NBN-ready modem/router (see “equipment fees”).

FTTC customers only will also need an nbn Network Connection Device, and **HFC customers** will need an nbn Network Termination Device provided free of charge by nbn.

FTTC & FTTN Customers your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection. You may find that all phone sockets within your premises are disabled or a new line is required to be installed to your premises, this can be installed for a service fee of \$300.

Installation

If the property is not already connected to the nbn, and you are not the property owner, you must obtain the written consent of the property owner (dated, signed and supplied to us upon request) to have the nbn installation performed. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable, permanent 240V AC power outlet. If you are an nbn FTTC customer and do not connect the supplied nbn FTTC Network Connection Device (NCD) and your modem within 30 days of your activation date, nbn will cancel your order.

Priority Assistance

PURPLE CONNECT™ does not provide battery backup or Priority Assistance. If you have a security alarm, medical equipment or similar device that requires Internet or telephone access, you should check with the supplier to ensure your equipment is compatible with the nbn network. These devices may not work in the event of a power outage.

Acceptable Use

Our nbn plans are intended and tailored for personal household use only. It is not recommended to use the service for corporate or business purposes. Your use of the service is governed by our Acceptable Use Policy available on our website.

Broadband Education Information

For more information about broadband technologies and the factors that can influence the performance of your broadband service, please visit www.commsalliance.com.au/BEP

Information about pricing

Bundling

The service is a standalone internet only product and is not part of a bundle.

Minimum Term

Plans have a minimum term of one (1) month and are month-to-month with no fixed term.

Set-up fee

There is no set-up fee for this service.

Excess Usage

There is no excess usage for this service.

Early Termination Fee

Termination of your service can be requested at any time by you on 5 days' notice to us. There are no early termination fees payable on a no lock-in contract.

Equipment fees

You don't have to purchase an NBN-ready modem/router from us, but we can provide one if you prefer. Please visit our website for available options, prices start from \$169.

Billing

Your first bill will include your minimum monthly charge in advance and may also include other charges such as New Development Fees, Modem and Delivery Fees. Should you cancel during a billing period, your service will continue to be billed up to the date of your cancellation request. Once your broadband service is connected, billing will begin, and your first bill will be issued.

Payments

Accepted payment methods are BPAY, Visa, Mastercard, American Express (online or by phone), and direct debit by Visa, Mastercard, American Express, or bank account.

Cheques and bank deposits are not accepted.

Overdue Accounts

If your account is overdue and payment is not made by the due date, a late fee of \$10 will be applied. We may restrict or shape your service if your account remains overdue.

Complaints and Disputes

If you are not happy with your service, we encourage you to contact our support team so we can resolve your complaint. Our complaint handling process can be found on our website

www.purpleconnect.elgas.com.au

If you are still not happy with the outcome of your complaint after following our complaint handling process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

How to contact the TIO

Phone 1800 062 058

Website www.tio.com.au/making-a-complaint

New Development Fee

The nbn may charge a \$300 new development fee or the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requirement a nbn connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Plan Changes

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rate refunds on plan downgrades.

Carrier Grade Network Address Translation (CG-NAT)

Where CG-NAT is available your IP address will default to using CG-NAT. If you require a dynamic public IPv4 address (certain online gaming applications). A dynamic public IPv4 address can be added for \$2/month. Static IPv4 addresses are not available

Cancelling your plan

You can cancel your service at any time by providing 5 days' notice to us.

Usage Information

We can provide usage information on your service – please contact our Customer Service team on **1300 219 198**.

Fibre Connect Upgrade

Your home may be eligible for an upgrade to fibre as part of the Fibre Connect Upgrade program. For more information, please visit our website.

Pricing changes

All plans are reviewed on an ongoing basis and are subject to change with a minimum of one (1) months' notice.

How to contact us

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