

# NBN BROADBAND ONLY

## Critical Information Summary – NBN Broadband Only

### Monthly Cost *(exclusive of GST)*

PLAN	UPFRONT ACTIVATION FEE	UNLIMITED	TOTAL COST FIRST MONTH	TOTAL ONGOING MONTHLY COST
-	No Contract	No Contract	No Contract	No Contract
12/1	<b>\$80.00</b>	\$70.00	\$150.00	\$70.00
25/5	<b>\$80.00</b>	\$75.00	\$155.00	\$75.00
25/10	<b>\$80.00</b>	\$75.00	\$155.00	\$75.00
50/20	<b>\$80.00</b>	\$85.00	\$165.00	\$85.00
60/10 FW Only	<b>\$80.00</b>	\$85.00	\$165.00	\$85.00
100/40	<b>\$80.00</b>	\$100.00	\$180.00	\$100.00

*\*Total Cost First Month includes Upfront Activation Fee plus Monthly Fee*

### Information about the service

#### The Service:

NBN uses the National Broadband Network to deliver internet connection to your premises.

BTP Communications offer Unlimited NBN Plans Only. No Slowing. No Shaping. No Excess Data Charges.

There are no peak or off-peak restrictions on your use.

\*\* Note: In Fixed Wireless coverage areas 25/5 and 60/10 are the only plan options.

#### Existing Services Phase Out

NBN Availability will require you to migrate to the NBN Service when it is available in your area. We can manage the migration for you. You are unable to move back to services on the existing copper network. This network is being phased out.

You may upgrade or downgrade your plan speed once per month (\$15 ex GST charge payable to upgrade or downgrade your speed plan. Eg, from 25/5 to 50/20, from 100/40 to 50/20 etc).

#### Bundling

This service is not conditional on any bundling arrangements. We do provide other services which you may wish to bundle with this service. Please [Contact Us](#) for further information.

#### Mandatory Components

BTP Communications only Supply, Install and support specific Modems/ Routers. Additional charges apply for the Supply and Installation of these Modems/Routers (refer to your specific quote for price).

#### NBN Requirements:

If your existing connection is nonstandard, NBN Co will advise of any additional charges required to complete your NBN Installation. You will require a compatible Modem/Router at your premises for this service to work.

NBN will deliver your NBN service to your Network Boundary Point. The cabling that is required in your premises beyond the Network Boundary Point is your responsibility and an additional cost Invoiced by BTP Communications (refer to your specific quote) will apply.

You will require a suitable 240V AC power outlet.

#### NBN Additional Charges:

Standard Installation is included at no charge if the service is to be connected in an existing developed area and we will arrange the required NBN installation appointments for you.

If you require a first connection in a newly developed area, NBN Co will charge \$300 ex GST and this will appear on your first bill.

A subsequent install charge of \$270 ex GST will apply if:

- 1) additional NBN connections are requested at the same address
- 2) a new copper pair needs to be connected to complete the NBN connections.

Fibre to the Curb (FTTC) Service Classes 33 & 34 incur an additional charge \$196.80 NBN Co Professional Install Cost which will be specified in your quote if this applicable.

#### NBN Speeds:

Speeds are theoretical maximum speeds. Actual speeds may differ due to a number of factors including but not limited to: network configuration, line quality and length, customer

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premises interference, traffic, number of end users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

In the case of NBN connections delivered using FTTN (Fibre to the Node) Technology, the distance you are away from the node will affect maximum available speeds.

\*\* Note: In Fixed Wireless coverage areas 25/5 and 60/10 are the only plan options.

### Pricing

#### Minimum Term:

The Service is available with a Total Minimum Commitment of One (1) Month. No Contract.

#### Minimum Monthly Charge:

Please refer to the table on the previous page for pricing information.

#### Maximum Monthly Charge:

Please refer to the table on the previous page for pricing information.

#### Change of Plan (Speed) Fee:

If you elect to change your plan speed a \$15 ex GST charge applies.

\*Please Note Change of Plan Speed is only permitted once per month.

#### Upfront Activation Costs:

A \$80 Activation Fee ex GST is payable on your first bill  
If applicable a modem/router may also be required (refer to your specific quote).

#### Early Termination Fees:

BTP Communications are confident you will be happy with your NBN Service with us and our service delivery. In the unlikely event this is not the case you are free to change providers with no penalty. No Early Termination Fees will be applied.

#### Invoicing (Billing):

We will Invoice you in advance for the monthly charge as per previous page.

You first bill will include pro rata charges from when your plan commenced with us until the end of that months billing cycle (refer to your specific quote). It will also include One (1) months minimum monthly charge in advance and your once off \$80 ex GST Activation Fee.

#### Acceptable Usage Policy:

[Acceptable Usage Policy](#) applies.

#### Enquiries, Feedback and Complaints:

We are here and committed to assist you and provide you with outstanding customer service.

Please contact us in the first instance by calling 1300 509 996 or emailing [telcoservices@btpcom.com.au](mailto:telcoservices@btpcom.com.au) if you have any questions, feedback or complaints.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to contact us first. We will do our best to solve your enquiry during your first contact.

In the unlikely event you are not satisfied and you wish to contact the TIO please find their details below:

Phone: 1800 062 058

Online: [TIO Website](#)

More Information can be found via our [Complaints Handling Policy](#)

This Critical Information Summary is to be read in conjunction with your specific quote Terms and Conditions.

For a full list of BTP Communications Compliance Policies and Forms please visit [BTP Policies](#)