



CUSTOMER INFORMATION SUMMARY

NBN Broadband

Version 2

Critical Information Summary

Information about pricing		All plans Unlimited Data
PLAN	TYPICAL EVENING SPEED*	MONTHLY CHARGE
NBN Pro	Minimum monthly charge	\$99
NBN Standard	Minimum monthly charge	\$88
NBN Basic	Minimum monthly charge	\$77

Information about the service

The Service:

Emerge **NBN Broadband** service offers post-paid asymmetrical internet interface connection via the National Broadband Network where a

available and an included data allowance. You can choose to have your speed reduced (shaped) to 256kbps once you have used up all your included allowance or you can continue using the service at the same speed tier and pay excess data charges. There are no peak or off-peak restrictions on your use.

Mandatory components:

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work. We can provide our Home Network Gateway for self-installation at no cost. Additional charges apply for Home Network Gateway installation and replacement. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. 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 240V AC power outlet. Please contact us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Minimum term:

The service is available with no contract period (customers are able to terminate the service by giving 30 days" notice).

Important conditions:

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your Tier or your plan allowance once per month. You cannot downgrade your Tier or plan while within contract term. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Requests to upgrade the Tier will result in a restart of the 18 month term. You may only upgrade your Tier once per month. Requests to downgrade the Tier will result in a cancellation of the existing service with an Early Termination Charge.

You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$300 (inc GST) and this will appear on your first bill. A subsequent install charge of \$300 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 connection.

Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the

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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.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Other information**Usage information:**

You can monitor your usage at www.emergeinternet.com.au.

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to ContactUs@emergeinternet.net.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: **<http://www.tio.com.au/making-a-complaint>**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of November 2019.