



CUSTOMER INFORMATION SUMMARY

# LBN Broadband

Version 1

## Critical Information Summary

Information about pricing		All plans Unlimited Data
PLAN	TYPICAL EVENING SPEED*	MONTHLY CHARGE
LBN Pro	220Mbps	\$139
LBN Standard	95Mbps	\$89
LBN Basic	45Mbps	\$69

### Information about the service

#### Service and Availability:

Emerge Internet **LBN Broadband** service offers post-paid asymmetrical internet interface connection via the Local Broadband Network where available. Please contact us to check your location availability.

There are no excess usage charges for this service.

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

#### Inclusions and Exclusions:

If your existing connection is nonstandard, LBN Co will discuss any additional charges with you and will be confirmed during the sign up process.

LBNCo retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by LBNCo.

You will require a router or modem at your premises for this service to work. We can provide a modem for self-installation (one off cost of \$249 inc GST plus delivery). You will need an approved LBNCo compatible router to connect your device to the Emerge LBNCo Internet Service.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the LBN 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.

#### Minimum term:

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

#### Important conditions:

You must obtain the consent of the property owner to have the LBN 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.

#### Speeds:

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 hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

#### 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. A late payment fee of \$10 will apply to invoices paid past the invoice due date. All bills are delivered by email and Direct Debit options are preferred.

# 1300 294 090

ContactUs@emergeinternet.net.au

[www.emergeinternet.com.au](http://www.emergeinternet.com.au)



## **Other information**

### **Usage information:**

You can monitor your usage at [www.emergeinternet.com.au](http://www.emergeinternet.com.au).

### **Customer Service Contact Details:**

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to [ContactUs@emergeinternet.net.au](mailto:ContactUs@emergeinternet.net.au) if you have any queries or complaint.

### **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 are dissatisfied with the outcome of your complaint after following the above process you may 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 1<sup>st</sup> November 2019.

**1300 294 090**

[ContactUs@emergeinternet.net.au](mailto:ContactUs@emergeinternet.net.au)

[www.emergeinternet.com.au](http://www.emergeinternet.com.au)