

This Critical Information Summary does not reflect any promotions we may offer from time to time.

PLAN: NBN25 BROADBAND (nbn™ 25Mbps/5Mbps)

Service Description

This plan provides you with a Broadband Internet service delivered using the nbn™ network (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and is only available to nbn™ enabled premises.

Plan Details	NBN25 200GB	NBN25 Unlimited
Minimum Monthly Charge	\$69.95	\$79.95
Monthly Data Allowance	200GB	Unlimited
Speed Tier	NBN25	NBN25
Minimum Term	1-Month 12 and 24 month terms also available	
Modem Fee	Standard modem: \$129.95	
Set-up Fee	1-Month term: \$199.00 12-Month term: \$99.00 24-Month term: \$0.00	
Early Termination Fee	1-Month term: No cancellation fee is payable 12 and 24-month terms: Early termination charges apply based on the number of months remaining in your term calculated as: Months Remaining x Minimum Monthly Charge.	
Total Minimum Cost	1-Month term: \$398.90 12-Month term: \$1,068.35 24-Month term: \$1808.75	1-Month term: \$408.90 12-Month term: \$1,188.35 24-Month term: \$2,048.75
Cost per 1MB of data	\$0.35	N/A

INFORMATION ABOUT THE SERVICE

Service Availability

This service is available to available to nbn™ enabled premises in Australia.

Bundling

There is no requirement to bundle these plans with other services.

Equipment

You will need a suitable NBN modem. You can provide your own suitable modem or alternatively you can purchase an NBN modem from innoTel.

Installation

Standard installations are provided at no cost to you. Should a non-standard installation be required or a professional installation / subsequent connection be requested, charges are applicable and will be discussed with you before proceeding with your order. If you're in a new development and not already connected to the nbn™, a \$300 one off charge will apply to connect your premise.

Broadband Speeds

If your premise is served by Fibre to the Node (FTTN), Fibre to the Basement (FTTB) or Fibre to the Curb (FTTC) access types, your speed will be confirmed by once your service is activated. If the nbn™ infrastructure to your premise cannot achieve the speed tier of your plan and this cannot be rectified, you can move to a lower speed plan without penalty. If your premise is served by Fixed Wireless, speeds will be lower than other access types. Further information on broadband speeds can be found on our website at: innotel.com.au. Please refer to our website for [Typical Peak Speeds](#) and our [nbn™ key facts sheet](#).

If you choose the NBN50 200GB plan and you exceed your monthly data allowance, your broadband speed will slow to 256Kbps until the next billing cycle.

Other Key Information

- 1 Static IP Address (IPv4) included
- No Peak or Off Peak metering
- Uploads and Downloads counted towards Monthly Data Allowance

Broadband Education Package

Communications Alliance has created a general guide to help Australian consumers better understand broadband technologies and the factors that can influence its performance. This guide can be viewed at: www.commsalliance.com.au/BEP

Plan Changes

You can change your plan during your term. There is no cost to upgrade your plan. Downgrading your plan incurs a \$30.00 fee, unless the nbntm infrastructure to your premise cannot achieve the speed tier of your chosen plan.

Relocation Charge

A relocation fee may apply if you move premises and will vary depending on your circumstances.

Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, we will give you 30-days' notice before the increase takes place.

If you fail to pay your invoices on the due date specified in your invoices, a late payment fee of \$15.00 will be applied to your account and your services may be suspended or cancelled.

BILLING INFORMATION

Billing

Pricing outlined in this Critical Information Summary is based on a full billing cycle (calendar month). When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- any additional / non-recurrent charges (e.g. call charges, connection, hardware fees etc).

Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account and EFT/Bank Transfer are free of surcharges. Paying by other methods may attract a fee; you can view other payment methods and any surcharges that may apply by reviewing our Schedule of Fees and Charges at: www.innotel.com.au/policies/

Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost of \$2.50 per month.

OTHER INFORMATION

Full Terms

This information is provided as a summary only. For our full terms please visit www.innotel.com.au/policies/ for our Standard Form of Agreement (SFOA).

Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

Contact Us

We're here to help, so if you have questions or need assistance, please contact us on 1300 736 048. Our team is available between 9am and 5.30pm (AEST) Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review our complaint handling policy at www.innotel.com.au/policies/.

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting www.tio.com.au as a last resort.

The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document