

Critical Information Summary



Residential NBN™ Bundle Plans – 1 July, 2018

Information about the Service:

If Telecom NBN™ Plans deliver Residential Grade Broadband Internet Voice and Data services over the NBN™ network to the boundary point of your premises.

Speeds: Your NBN™ broadband service downloads into your home at up to the following speeds:

Standard: 12/1 Mbps | Fast: 25/5 Mbps | Faster: 50/20 Mbps | Fastest: 100/40 Mbps

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to <https://www.legislation.gov.au/Search/CustomerServiceGuarantee>

Requirements & Availability:

If Telecom NBN™ bundle plans include a VoIP telephone service. This service only works with an internet service and when power is uninterrupted. It includes dialing emergency numbers but is not suitable for people that require priority assistance.

If you require an existing telephone number to be ported over to an NBN™ VoIP phone service, please note this can take up to six (6) weeks. The port will only commence once your NBN™ broadband service is activated. To ensure a smooth port and that you have continuity of connected calls during the porting process, you must keep your existing telephone service with your current or legacy provider active until the port is completed. It is your responsibility to keep your existing phone number active.

PLEASE NOTE: IF Telecom is unable to port an inactive phone service.

Minimum Monthly Plan Fee:

Note: See Plan Features & Inclusions below:

Prices Effective: 1/07/2018

| Monthly Plan Fee | \$75.95 | \$85.95 | \$95.95 | \$105.95 |
|-----------------------------|--|------------------------------|------------------------------|------------------------------|
| NBN Speed Upto | 12/1 Mbps | 25/5 Mbps | 50/20 Mbps | 100/40 Mbps |
| NBN™ Data Allowance | UNLIMITED | | | |
| National Call Pack* Charges | Add \$19.95 per month – for Unlimited Local and National Calls (within Australia) Australian Mobile Calls - 30c per minute and 13/1300 Calls - 40c per call | | | |
| Mobile Call Pack* Charges | Or Add \$29.95 per month – for Unlimited Local, National & Mobile Calls (within Australia) 13/1300 Calls - 40c per call | | | |
| Modem Fee | \$149.00(Once Off – billed with the first months invoice) | | | |
| Early Termination Fee | \$199.00 or months remaining multiplied by monthly access fee–per service (lesser amount applies) | | | |
| Non Direct-Debit Fee | \$5.00 – per month multiplied by 24 months(Contract Duration) | | | |
| Total Minimum Cost | \$2,450.60 Over 24 Months | \$2,690.60 Over 24 Months | \$2,930.60 Over 24 Months | \$3,170.60 Over 24 Months |

NOTE: the Total Minimum Cost stated above includes an IBB Modem (NBN™ Compatible) and the National Call Pack*. Adding a Mobile Call Pack* increases the Total Minimum Cost to \$2,690.60, \$2,930.60, \$3,170.60, & \$3,410.60 – respectively for each speed tier, i.e. \$10/-p.m. multiplied by 24 Months = \$240(over the contract duration).

Plan Features & Inclusions:

If Telecom's NBN™ plans include an unlimited monthly data allowance. Our bundled plans include a VoIP telephone service. Broadband plans include a modem (available at a once-off fee and billed on the first months invoice) but excludes a VoIP phone device, calls to 13/1300 numbers or international telephone numbers.

Use of our NBN™ plans requires a compatible modem/router. It is your responsibility to configure a BYO modem/router and If Telecom offers limited support for BYO modem configuration. If Telecom supplies an NBN™ compatible modem with pre-configured settings (plug and play) for \$149(billed on the first months invoice). Once purchased, this modem is non-refundable, other than within your rights under the Australian Consumer Law.

If Telecom does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to one of our NBN plans, some equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. IF Telecom bears no responsibility for any equipment or services at your premises that may be impacted when connected to one of our plans. IF Telecom does not offer priority assistance.

Billing, early termination, and cancellation policy: All our plans are billed in advance via fixed date billing every month. These products are based on a 24-month agreement. Monthly invoices are issued via email only, payable by direct debit via credit or debit card (Visa, MasterCard, AMEX, or Diners) or bank account. A 3% surcharge will apply for all AMEX or Diners transactions. A \$19.95 late payment fee will be charged for any late payments. If you choose to receive your monthly account by post, a printed bill has a charge of \$2.95 per bill. The payment date is 14 days from the invoice issue date. No pro-rata credits or refunds are offered for any accounts. If you cancel your service with us (once the cool off period has expired) during the 24-month term, an early termination fee of \$199.00 or months remaining multiplied by monthly access fee—per service applies. (Lesser amount applies)

Availability and connection charges: IF Telecom NBN™ services may not be available in all areas or premises and there may be technical reasons that affect our ability to connect NBN™ at your address. Please contact our team for availability on 1300 107 744. NBN™ plans are delivered on multiple network technologies including Fibre to the Premises (FTTP), Fixed Wireless, Fibre to the Node (FTTN), Fibre to the Basement (FTTB), Hybrid Fibre Coaxial (HFC), and Fibre to the Curb (FTTC).

Unless already connected, NBN™ may need to install its equipment in your premises. Standard installations of NBN™ equipment are performed without charge to you. If applicable, an NBN™ Greenfields New Development Charge is \$300. This may apply at a premises that is in a newly developed area or building and is not an installation fee, but an activation fee that will apply to the first NBN™ service connected at the premises. If applicable, an NBN™ New Copper Pair charge is \$299. This would apply on FTTB/N/C where an active PSTN/ULL phone line is connected and the ULL of this active line can't be provided. If an NBN technician is required to rectify a faulty service, NBN charges \$150/Hour, which IF Telecom will pass through the charge on next monthly account.

Other Fees & charges: Depending on the IF Telecom service, at times there may be a need for additional fees and charges. Specifically, an additional fee or charge could be applied where an incorrect call out is made. An example of that is where a Customer incorrectly requests us to arrange for a technician to visit premises or remotely diagnose a service were no fault or issue is found or the issue is found beyond the network boundary point.

Additional VoIP portability charges may also apply for COMPLEX VoIP services.

A comprehensive outline of fees and charges is located on our website – see plan pages, T&C's, Things to know, and Policies.

NBN™ speeds and throughput: FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by If Telecom. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Typical Evening Speeds indicate download speeds and is measured between 7pm and 11pm. In order to help Australians make informed choices when it comes to the NBN™, If Telecom is amongst the first Internet Service Providers to advertise typical evening speeds for NBN™

These speeds measure the typical download speeds nationwide between 7PM to 11PM (local time). This is when the network is busiest and performance issues such as congestion are the most likely to occur, so measuring speeds during this period provides more realistic information about the speeds you can expect to experience on NBN™

If Telecom advertises the following speeds for NBN™ FTTP, FTTB, FTTN, FTTC & HFC services:

- 12/1 Mbps: Typical evening speed 10.3 Mbps download
- 25/5 Mbps: Typical evening speed 19.9 Mbps download
- 50/20 Mbps: Typical evening speed 44 Mbps download
- 100/40 Mbps: Typical evening speed 82.7Mbps download

Contact Us:

You can contact us and even get an update on your usage at care@email.iftelecom.com.au or phone us on 1800 436 659 between 8am to 7pm Monday to Friday and between 9am to 6pm on Saturdays and Public Holidays. You can leave messages on Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at www.iftelecom.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at www.tio.com.au