



Critical Information Summary

This document does not include discounts or promotions which may apply from time to time

NBN DATA

The Service:

We can deliver our service over the available deployed NBN infrastructure means (Fibre To The Home, Fibre to the Node (VDSL) and Fixed Wireless). Services that contain a monthly usage allowance will have speed restrictions applied to 1024Kbps downstream and 512Kbps upstream when the allocated monthly allowance is reached. No additional charges will be applied to your account. To assist you in managing your usage you can monitor your allowance via our customer portal. Notifications are sent to your selected e-mail address once you have consumed 50%, 85% and 100% of your allocated allowance.

All services our bound by our fair use policy (<https://support.activeutilities.com.au/hc/en-us/articles/201368184-Voice-Data-Fair-Use-Policy>).

Bundling:

You do not require a telephone line for your Internet service to work.

Mandatory Components:

In order to receive an NBN service your premises needs to be registered as an active dwelling on the NBN Network. We will confirm this for you during the sign up phase and able to assist with alternate solutions

should NBN not yet be available in your area/dwelling.

Information About Pricing

All listed pricing is inclusive of GST unless otherwise stated.

Connection/Service Change Fees:

Service	No lock-in contract	12 month contract	24 month contract
NBN Connection (All service types)**	\$139.00	\$85.00	\$30.00
Plan upgrade / Downgrade*	Free	Free	Free
Moving House	\$40.00	\$40.00	\$40.00

*You can change your plan free once every 3 months. Additional changes charged at \$20 per request.

**Additional once off \$300 Inc GST New development charge applies if identified by NBN as being within the site boundary of a new development, this is a direct pass through charge from NBN.

Disconnection/Early Termination Fees:

Fees	Months				
	0 – 6	7 – 10	11 – 16	17 – 20	21 - 24
No Contract	\$80.00				
12 Month	\$220.00	\$80.00			
24 Month	\$441.00	\$300.00	\$150.00	\$80.00	

You will be provided with a preconfigured NetComm wireless router with your NBN service. All service and performance metrics are based on use of this device. Any BYO device must be an approved NBN device for the NBN Technology used to connect your premises and you hold responsibility to ensure it is operating effectively for the service we provide to you.

Minimum Terms:

0 month contract term, 12 Month Contract Term or 24 Month Contract Term.

Important Conditions:

Our service is provided to you with one (1) Static IP address that is retained on record against your service for 2 years. We may share this information with authorized Australian law authorities if requested without your permission.

NBN Speeds:

FTTN & FTTB speeds to be confirmed once service is activated. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware software configuration and the number of wireless devices simultaneously connected at your premises. Learn more about NBN speeds at

<https://www.activeutilities.com.au/residential/>



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Plan Fees:

Allowance	Speed Tier	Mth Charge	Min Charge (0 Mth)	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$49.00	\$188.00	\$673.00	\$1,206.00
1100GB		\$59.00	\$198.00	\$793.00	\$1,466.00
Unlimited		\$74.00	\$213.00	\$973.00	\$1,806.00
300GB	50/20	\$59.00	\$198.00	\$793.00	\$1,446.00
1100GB		\$69.00	\$208.00	\$913.00	\$1,686.00
Unlimited		\$84.00	\$223.00	\$1,093.00	\$2,046.00
300GB	100/40	\$79.00	\$218.00	\$1,033.00	\$1,926.00
1100GB		\$89.00	\$228.00	\$1,153.00	\$2,166.00
Unlimited		\$104.00	\$243.00	\$1,333.00	\$2,526.00

Maximum monthly charge:

Maximum monthly charge is the cost of the selected plan is the selected plan monthly value plus the quoted Connection Fee. All services are billed one month in advance.

There is \$15 late payment fee that will be applied to your account if you do not pay your invoice by the listed due date.

It is free to receive your invoices via e-mail and portal. If paper bill is selected you will incur a \$3.00 'save the planet' fee for each invoice received.

Unit Pricing Information:

Unit pricing is to provide you with a per GB cost for your selected plan, connection fee costs are excluded.

Included Allowance	300GB	1100GB	UNLIMITED
25/5 Mbps - Cost per 1GB	\$0.16	\$0.05	N/A
50/20 Mbps - Cost per 1GB	\$0.20	\$0.06	N/A
100/40 Mbps - Cost per 1GB	\$0.26	\$0.08	N/A

Battery Backup and Power Outages:

Your NBN Fibre Service does not come standard with battery backup. This means during a power outage you will not be able to use your internet. If this service is used for VoIP (Voice) calls this will include calls to 000. Please ensure you have an alternate means of communication I.E Mobile.

Enquires, feedback and complaints:

We are available to listen to your feedback and available to answer your questions. If you have any enquires or feedback you can send an e-mail to info@Activeutilities.com.au and one of our friendly staff will get back to you within 2 business days.

From time to time you may have a complaint that needs our attention. It is important to contact us in the first instance to allow us to address your concerns. To raise a complaint you can contact our office on 1300 228 638 or via e-mail at complaints@Activeutilities.com.au.

Telecommunications Industry Ombudsman (TIO):

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

Alternatively you can always contact the TIO as follows;

Phone: 1800 062 058

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