

## Critical Information Summary nbn™ Broadband (FTTP, FTTN, FTTB, HFC) & VoIP Home Phone Voice Service

### Information about the Service

TeleChoice broadband service delivers high speed internet access via the National Broadband Network (nbn™) to the boundary point of your premises. Fibre services include Fibre-to-the-premises (FTTP), Fibre-to-the-node (FTTN), Fibre-to-the-basement (FTTB) and Hybrid Fibre Coaxial (HFC).

This Service is a bundled service which includes the following components:

- **nbn™ Broadband Service**
- **Voice over Internet Protocol (VoIP) Home Phone Voice Service**

TeleChoice VoIP Home Phone Voice Service is a mandatory prerequisite of the NBN Broadband Service. You cannot separately cancel either component (nbn™ Broadband or Home Phone Voice Service)

Cancellation will cease both services.

Once you purchase a TeleChoice NBN Broadband Service, any change of plans is restricted to TeleChoice NBN Bundle Plans only. You cannot move back to an ADSL2+/ADSL service.

This Service is for residential consumers for personal use only and may not be used for commercial purposes.

### Availability

The Service is available at selected coverage areas and subject to infrastructure availability at customer's premise. To check availability please use the address checker at [www.telechoice.com.au/nbn/coverage](http://www.telechoice.com.au/nbn/coverage)

### Equipment Required

Unless already connected, nbn™ may need to install equipment in your premises. If an nbn™ technician appointment is required to install equipment at your premises, you must have permission from the owner of the property (if this is not you) and be over the age of 18. You will also need an nbn™ compatible modem in order to connect to and use the Service.

### Minimum Term and Early Exit Fees

The minimum term is one calendar month. The Service is provided on a month to month basis. You may cancel at any time. Any payments made prior to cancellation are forfeited, so you may forfeit your entire monthly charge if deducted prior to cancellation. There are no Early Exit Fees on this plan. However, if you exit prior to the end of a 9-month term you will be required to pay any remaining modem charges as detailed below.

### New Development Fee and Subsequent Installation Charge.

If you are in a newly constructed building and not already connected to the NBN. NBN Co may charge you a once of New Development Charge of \$300.00 (Inc. GST). Where the additional work is required to connect your NBN service is more than a standard professional installation, you may be charged an additional fee. If you place an order for FTTN or FTTC without an active telephone line you will incur a \$330 nbn™ subsequent installation charge.

### Standard Call Rates

Local calls	25c per call
13/1300 calls	30c per call
18/1800 calls	No charge
19/900 calls and other premium rate numbers	Not supported
Calls to standard Australian mobiles	25c per min+ 40c <u>flagfall</u>
National calls	25c per min + 40c <u>flagfall</u>
International calls to landlines refer	<a href="https://www.telechoice.com.au/nbn-terms-conditions">https://www.telechoice.com.au/nbn-terms-conditions</a>
International calls to mobiles refer	<a href="https://www.telechoice.com.au/nbn-terms-conditions">https://www.telechoice.com.au/nbn-terms-conditions</a>
Additional call rates not listed refer the pricing table at	<a href="https://www.telechoice.com.au/nbn-terms-conditions">https://www.telechoice.com.au/nbn-terms-conditions</a>

### Information about the Service

#### nbn™ Speeds

Typical Evening Download Speed is measured between 7pm and 11pm. You are likely to experience slowed speeds during the typical busy period from 7pm to 11pm. The actual speeds for the service may be slower and vary due to many factors including the type of content being downloaded, the connection method, the end users' network, operating systems, and hardware. The number of users at the residence. Network congestion in our supplier's networks. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTB,FTTN and FTTC

customers, we will inform you of your maximum line sync speed once available. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties. nbn™25 and nbn™100 indicate the underlying NBN wholesale connection speed. nbn™25 Typical Evening speed (7pm-11pm) 20Mbps download. nbn™50 Typical Evening speed (7pm-11pm) 40Mbps download. nbn™100/20 Typical Evening speed (7pm-11pm) 73Mbps download. nbn™250 Typical Evening speed (7pm-11pm) 224Mbps download

TeleChoice makes no guarantees of any kind of the actual speeds that will be achieved by any individual users as we rely on our suppliers to ensure services are always provisioned to deliver optimum speeds. More nbn™ speed information is available at <https://www.telechoice.com.au/nbn-terms-conditions>

#### Customer Service Guarantee Waiver

The monthly charge and set-up fee stated in the information about pricing section are based on you agreeing to waive the customer service guarantee.

#### Inclusions & Exclusions

**Voice Service Included Calls:** Charges for calls are not included in the standard nbn™ VOIP Home Phone Voice Service and will be charged at listed Standard Call Rates on a 'pay as you go' basis as well as a \$5.00 per month line rental charge. You may Choose Optional voice Packs to add to your service at time of activation. \$12 call pack provides Unlimited^ Local and Standard National Calls and Unlimited^ Standard Mobile Calls.

**Billing** - Your TeleChoice bill is charged on the same date each month (e.g. 3 May, 3 June, 3 July). Each month you will be billed in advance for the minimum monthly charge and for the use during the month. Your first bill will also have charges for the days left in that 'month' until your next billing cycle begins.

You will receive your bill via email. A \$2.20 inc. GST service charge will be applied per month if you request to receive a paper bill. You can request an electronic/email bill via the TeleChoice member's area at

[www.telechoice.com.au/membersarea](http://www.telechoice.com.au/membersarea).

## Critical Information Summary nbn™ Broadband (FTTP, FTTN, FTTB, HFC) & VoIP Home Phone Voice Service

Plan	Monthly cost	Included data	Included calls	Monthly Modem Charge 1 ~	Total Min Cost Inc Modem Charge	Total Min Cost Without Modem Charge
nbn™25	\$81.99/Month	Unlimited <sup>A</sup>	Unlimited <sup>A</sup> local, national and mobile. Includes Line Rental	\$227.94 Upfront – Or \$37.99 p/m when you stay connected for 6 months	\$ 309.93 ~	\$81.99
nbn™50	\$96.99/Month	Unlimited <sup>A</sup>	Unlimited <sup>A</sup> local, national and mobile. Includes Line Rental	\$227.94 Upfront – Or \$37.99 p/m when you stay connected for 6 months	\$ 324.93 ~	\$96.99
nbn™100	\$101.99/Month	Unlimited <sup>A</sup>	Unlimited <sup>A</sup> local, national and mobile. Includes Line Rental	\$227.94 Upfront – Or \$37.99 p/m when you stay connected for 6 months	\$ 329.93 ~	\$101.99
nbn™250	\$126.99/Month	Unlimited <sup>A</sup>	Unlimited <sup>A</sup> local, national and mobile. Includes Line Rental	\$227.94 Upfront – Or \$37.99 p/m when you stay connected for 6 months	\$ 364.93 ~	\$126.99

~ **Modem Charge 1:** The total maximum cost of the Modem is \$227.94. The Modem cost equates to \$227.94 upfront ('Undiscounted Price') or \$37.99 per month if you stay connected for 6 months ('Modem Period'). If you choose to cancel your plan before the end of the Modem Period you will need to pay \$37.99 per month "x" months remaining on Modem Period. This remaining Modem cost will be applied as a lump sum on your final bill. You must connect for a minimum of one month.

### Other Information

#### Telecommunications Industry Ombudsman

You can refer a complaint to the Telecommunications Industry Ombudsman (TIO) at any time, although you will need to speak to us first to attempt to resolve the matter prior to taking your complaint to the TIO. If you remain unsatisfied with our handling of your complaint you have the right to ask the TIO to assist. To do that you can contact them on 1800 062 058

**Backup Battery** - TeleChoice does not provide a backup battery for premises serviced by Fibre to the Premises and connected to an nbn™ Network Termination Device (NTD). If you have a modem or telephone handset connected to the NBN NTD, then you will not be able to use the internet Service or telephone line in the event of a power outage. You must obtain a battery backup unit installed to operate during a power outage.

#### Other Fees and Charges

A Missed Appointment fee of \$100 + GST applies to any NBN Appointments rescheduled on the day of the appointment due to client not being available. A fee for service of \$180 + GST may be applied on an appointment where the result of the investigation is concluded as no fault found. A fee of \$180 + GST may also be applied if the technician is unable to access the customer site

#### Our Dispute Resolution Process

You can call our customer support on 1300 835 324 Option 4 or Send us your complaint to [support@telechoice.com.au](mailto:support@telechoice.com.au)

**Emergencies** - VoIP Home Phone Voice service is not intended to be used as a standard telephone service. If your internet is not functioning properly for any reason, including where there is a power failure, data congestion, throttling, or other internet outage, your Home Phone Service will not function or will not function correctly. This means that you will not be able to make or receive any voice telephone calls including 000 emergency calls in the event of a power outage.

**Calls overseas** If you want to deactivate access to international calls, please contact our customer support.

**Usage Information** You can monitor your service usage by logging into your account online at [www.telechoice.com.au/members](http://www.telechoice.com.au/members)

**Customer Support** For more information go to [www.telechoice.com.au](http://www.telechoice.com.au) or

**Call us:** 9am - 9pm AEST (Mon-Fri) 9am - 6pm AEST (Sat-Sun) 1300 83 53 24 (within Australia) ,+61 2 8763 9050 (from overseas)

This information is correct as of 1ST of JULY 20242 and is subject to change where we are permitted to do so by law. Visit [www.telechoice.com.au](http://www.telechoice.com.au) for updated information about our plans, service and us. This is only a summary. This plan with full terms and conditions can be found at [www.telechoice.com.au/legal/terms](http://www.telechoice.com.au/legal/terms).