

This Critical Information Summary contains important information about your service plan, including how much you will pay and what is included.

This is a fixed broadband data-only plan that provides internet access at your premises via the National Broadband Network (nbn™) as supplied to us by NBN Co Limited (NBN).

| Plan                                       | nbn™25                                      | nbn™50                                      | nbn™100 / 20                                | nbn™100 / 40                                | nbn™500                                     | nbn™750                                     | nbn™1000                                    |
|--------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|
| Monthly cost NBN Service                   | \$66.88/Month                               | \$84.99/Month                               | \$89.99/Month                               | \$94.99/Month                               | \$88.88/Month                               | \$99.99/Month                               | \$119.99/Month                              |
| Monthly cost VoIP Service                  | \$12.00 /Month                              | \$12.00 /Month                              | \$12.00 /Month                              | \$12.00 /Month                              | \$12.00 /Month                              | \$12.00 /Month                              | \$12.00 /Month                              |
| Included Data                              | Unlimited^                                  | Unlimited^                                  | Unlimited^                                  | Unlimited^                                  | Unlimited^                                  | Unlimited^                                  | Unlimited^                                  |
| Included calls                             | Unlimited^ Local, Standard and Mobile Calls | Unlimited^ Local, Standard and Mobile Calls | Unlimited^ Local, Standard and Mobile Calls | Unlimited^ Local, Standard and Mobile Calls | Unlimited^ Local, Standard and Mobile Calls | Unlimited^ Local, Standard and Mobile Calls | Unlimited^ Local, Standard and Mobile Calls |
| Typical Evening Speeds Download (7pm-11pm) | 20 Mbps                                     | 40 Mbps                                     | 98 Mbps                                     | 98 Mbps                                     | 462 Mbps                                    | 691 Mbps                                    | 967 Mbps                                    |
| Minimum Term (Months)                      | 1                                           | 1                                           | 1                                           | 1                                           | 1                                           | 1                                           | 1                                           |
| Total Min Cost                             | \$78.88                                     | \$96.99                                     | \$101.99                                    | \$106.99                                    | \$100.88                                    | \$111.99                                    | \$131.99                                    |

#### Information about the Service:

TeleChoice broadband service delivers high speed internet access via the 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 standalone service which includes the following components: nbn™

#### Broadband Service:

Once you have connected a TeleChoice NBN Broadband Service, any change of plans is restricted to TeleChoice NBN Plans only. This Service is for residential consumers for personal use only and may not be used for commercial purposes. The NBN service includes unlimited Data -^subject to our fair use policy – which is located at [https://telechoice.com.au/wp-content/uploads/2023/01/Appendix\\_B\\_-\\_Fair\\_Use\\_Policy.pdf](https://telechoice.com.au/wp-content/uploads/2023/01/Appendix_B_-_Fair_Use_Policy.pdf)

#### VOIP Service:

Once you have connected to nbn™ through a TeleChoice VOIP Service, any change of plan is restricted to TeleChoice nbn™ plans only. This service is for residential consumers for personal use only and may not be used for commercial purposes. What do I need to access the service? • An active broadband service & A VoIP adapter or an approved router. Please note that TeleChoice Broadband does not supply UNI-V phone services or 'Fiber Phones'; all TeleChoice Broadband VoIP services will require an Analogue Telephone Adapter (ATA) or a Modem/Router with a built in ATA. NOTE: Most handsets will plug into your VoIP service, but we cannot guarantee your existing handsets will work.

The VOIP service includes Unlimited^ Local and Standard National Calls and Unlimited^ Standard Mobile Calls within

Australia and 13/1300 and 18/1800 calls, – ^subject to our fair use policy – which is located at [https://telechoice.com.au/wp-content/uploads/2023/01/Appendix\\_B\\_-\\_Fair\\_Use\\_Policy.pdf](https://telechoice.com.au/wp-content/uploads/2023/01/Appendix_B_-_Fair_Use_Policy.pdf)

The VOIP service excludes International Calling and some types of calls, to review a full list of included calls go to: <https://telechoice.com.au/wp-content/uploads/2023/01/Home-Phone-and-Broadband-NBN-IP-Phone-Bundle-Pricing-Plans.pdf>

#### Availability:

The service is not available in all areas or to all premises. To check availability please use the address checker at <https://telechoice.com.au/unlimited-nbn-plans/>

**Mandatory Goods:** Unless already connected, NBN may need to install equipment in your premises. If a 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. This is not included as part of your service. You do not need to purchase this from TeleChoice, but you must have it in order to use the service.

#### Customer Service Guarantee Waiver

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

#### 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.

#### New Development Fee and other charges:

A \$300 fee will be charged to your bill if NBN has to activate a connection for the first time at a premises, it classifies as a 'new development'. Other fees such as missed appointment fee, cancelled appointment fee, subsequent installation fee and no fault found fee may apply to you. 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.

We may also pass on any administrative costs that TeleChoice incurs in providing you with assistance or arranging an appointment with NBN.

Please see your Plan Details for more information.

#### **Changes to your Plan:**

From time to time, we may make changes to your plan (including the price or inclusions), or we may move you to a new plan (which may cost more, and which may have different inclusions). If we consider that the change or move has more than a minor detrimental impact on you, we'll give you notice. If you don't like the changes or the new plan, you can cancel your service or port your service to another provider.

#### **nbn™ Speeds**

Speeds are variable and you will experience slower speeds than the maximum available. 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. TeleChoice makes no guarantees about the actual speeds that will be achieved by any individual user as we rely on our suppliers to ensure services are always provisioned to deliver optimum speeds. More nbn™ speed information is available at <https://telechoice.com.au/unlimited-nbn-plans/>

#### **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

#### **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.

##### **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

##### **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)

##### **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](http://www.telechoice.com.au) My Account

##### **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 835 324 (within Australia),

+61 2 8763 9050 (from overseas)