

Critical Information Summary

ConnectTel NBN Standard (TC4) – Service Description

ConnectTel's NBN Standard (TC4) Broadband service is delivered via the NBN Fibre Network (FTTP, FTTB, or FTTN) to the network boundary point of your premises.

Actual NBN throughput speeds may be slower and could vary due to many factors including access method, type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not under ConnectTel's control. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. The Standard speed option has a maximum download line speed of up to 25Mbps and maximum upload line speed of up to 5Mbps. The highest speed option has a maximum download line speed of up to 100Mbps and maximum upload line speed of up to 40Mbps. Additional costs apply for a speed increase.

Contract Terms and Termination

Your contract term will be specified within the service order form. Customers are permitted to terminate the service by giving 30 days. If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge

Upfront NBN Charges

If your premises are considered a new development by NBN Co. a \$300 + GST new development charge will appear on your 1st bill. You will be advised prior to the order proceeding if this charge will apply.

ConnectTel may apply charges for professional service installations charged at \$150 ex GST per hour

Cabling from the Business Termination Device (BTD) to any communications equipment is at the customer's expense.

Fair Use Policy

As our NBN services offer unlimited data you must not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service

What's Not Included

- Modem or router, filters, splitters, network switches where not included in the plan or service order form
- Any cabling required at your premises beyond the network boundary is your cost and responsibility.
- A relocation charge applies if you transfer to a new location while on contract.
- Dishonour and Overdue Account charges may apply if bills are not paid on time.
- Incorrect Call Out charges may apply if a technician attends your premises and the fault is with your equipment or cabling and no fault found with the NBN service. Fee for service rates of \$150 ex GST per hour apply plus travel if applicable

ConnectTel Customer Support

We take pride in our customer service and are here to help. For all queries please pick up the phone and call our friendly support team or lodge a request via email.

Email: support@connecttel.com.au

Phone: 1300 780 433

What should I do if I have a complaint?

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us.