

Critical Information Summary – NBN Network

INFORMATION ABOUT THE SERVICE

Service Description

Signature Connect's NBN Internet services use the NBN Infrastructure to deliver internet to your premise, being either Fibre to the Home (FTTH), Fibre to the Node (FTTN), Fibre to the Basement (FTTB), Hybrid Fibre Coaxial (HFC), Fixed Wireless dependent on NBN coverage and availability. The service provides speeds up to 100 Megabits per second.

Equipment Required

FTTH, HFC and Fixed Wireless services requires a compatible router where the WAN port can be configured for PPPoE authentication.

For FTTN services requires a compatible VDSL modem/router where it can be configured for PPPoE authentication.

Important for FTTN customers:

- FTTN uses copper telephone lines which will be either taken over by the connection, or a new line will need to be installed if an existing one is not available. The cost of a new line is currently \$299.00, this is in addition to any new development charges or activation fees.
- If you need to keep your existing number, this will require a new line to be installed in parallel to avoid the loss of the number. There is a porting fee to migrate your number to use via the NBN, currently \$99.00 for a single number. (Please refer to VoIP critical information summary).
- a NBN approved VDSL modem is required.
- Signature Connect can supply router/modems or business grade firewall, pricing will be quoted at time of request.

Minimum Term

Services are available on 12-month terms. Customers are required to provide 30 days' notice in writing to accounts@signatureconnect.com.au for cancellations, please note early termination fees apply for cancelling services before the end of term.

Early Termination

The maximum charge for early termination is \$200.00.

Data Allowance

Data allowances range from 500GB to Unlimited per month, unused data will be forfeited each month. If you exceed your monthly data allowance the speed of the service will be slowed to 512Kbps until the next billing cycle, with no excess charges.

Notifications will be sent to nominated email address on sign up, once 50%, 85% and 100% of usage has been reached.

Service Availability

Service is only available in NBN coverage areas please call 1300 859 118 and our team can qualify your address.

Download Speeds

Various speed options are available, speeds may be affected by things like WiFi and other equipment, electrical interference, external third parties ie website owners capping the ability to download faster than they are capable, are beyond our boundary point.

Activation and Installation

There is a standard activation fee of \$65.00 (unless otherwise stated), does not include onsite installation by a field agent, excludes possible New Development Charge.

Installation services are available please enquire with our sales team for a quote.

New Development Charge

NBN may determine a New Development Charge may be payable (currently \$300) if you are the first connection in a newly developed area or building. Once the new development charge has been charged at an address, it will not be payable again for subsequent connections. This is in addition to activation and installation fees.

Billing

Bills are generated around the 1st of each month and sent to the nominated email provided at sign up. We prefer Direct Debit arrangements from credit card or bank account; however, we do accept bank transfer in our nominated bank account.

INFORMATION ABOUT PRICING

| Included Data | Speed | Activation | Monthly Cost | Cost per GB | Terms | Agreement Value |
|------------------|--------|------------|--------------|-------------|----------|-----------------|
| 500GB | 50/20 | \$65.00 | \$95.00 | \$0.19 | 12months | \$1205.00 |
| Unlimited | 50/20 | \$65.00 | \$110.00 | n/a | 12months | \$1385.00 |
| 500GB | 100/40 | \$65.00 | \$105.00 | \$0.21 | 12months | \$1325.00 |
| Unlimited | 100/40 | \$65.00 | \$129.00 | n/a | 12months | \$1613.00 |

Optional Bolt On's:

Business Static IP \$15.00 per month

Plan upgrades or extensions please email accounts@signatureconnect.com.au

OTHER INFORMATION

Customer ServiceEmail: sales@signatureconnect.com.au

Phone: 1300 859 118

Technical SupportEmail: support@signatureconnect.com.au

Phone: 1300 859 118

Complaints HandlingIf you have a dispute with Signature Connect and wish to make a complaint, please contact Customer service by Email: accounts@signatureconnect.com.au**Further Options**

If you are not satisfied with our handling of your complaint and you have escalated this within Signature Connect, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058.

Summary valid as of 1 July 2019