

# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **12Mb/1Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **10GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$49.95**.

The minimum amount you'll pay is **\$1098.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

Got any Questions?

 **1300 309 984**

 **info@hmtel.com.au**

 **www.hmtel.com.au**





## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on [1300 309 984](tel:1300309984) so we can serve you better. Or you can visit us at [www.hmtel.com.au](http://www.hmtel.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.hmtel.com.au](http://www.hmtel.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

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### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **50GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$55.95**

The minimum amount you'll pay is **\$1342.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

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If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

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### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **100GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$59.95**

The minimum amount you'll pay is **\$1438.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

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### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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### Other Information

#### CONNECTION CHARGE

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A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **400GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$75.95**

The minimum amount you'll pay is **\$1822.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

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A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on [1300 309 984](tel:1300309984) so we can serve you better. Or you can visit us at [www.hmtel.com.au](http://www.hmtel.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.hmtel.com.au](http://www.hmtel.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **25Mb/5Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **10GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$54.95**

The minimum amount you'll pay is **\$1318.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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### Other Information

#### CONNECTION CHARGE

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For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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### Information about the service.

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### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **50GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$59.95**.

The minimum amount you'll pay is **\$1438.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

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### AVAILABILITY

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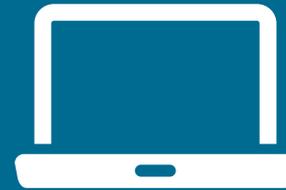
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The minimum term is **24 months**.

### What's Included and Excluded?

You receive **100GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$64.95**

The minimum amount you'll pay is **\$1558.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

Got any Questions?

 **1300 309 984**

 **info@hmtel.com.au**

 **www.hmtel.com.au**





## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on [1300 309 984](tel:1300309984) so we can serve you better. Or you can visit us at [www.hmtel.com.au](http://www.hmtel.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.hmtel.com.au](http://www.hmtel.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **25Mb/5Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **400GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$84.95**.

The minimum amount you'll pay is **\$2038.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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 **www.hmtel.com.au**





## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on [1300 309 984](tel:1300309984) so we can serve you better. Or you can visit us at [www.hmtel.com.au](http://www.hmtel.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **50Mb/20Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **10GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$64.95**

The minimum amount you'll pay is **\$1558.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

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A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **50Mb/20Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **50GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$69.95**

The minimum amount you'll pay is **\$1678.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

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A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on 1300 309 984 so we can serve you better. Or you can visit us at [SP website address](#) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.hmtel.com.au](http://www.hmtel.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **50Mb/20Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **100GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$74.95**.

The minimum amount you'll pay is **\$1798.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

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If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **50Mb/20Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **400GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$94.95**.

The minimum amount you'll pay is **\$2278.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

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### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

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## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

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If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **100Mb/40Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **10GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$69.95**.

The minimum amount you'll pay is **\$1678.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

Got any Questions?

 **1300 309 984**

 **info@hmtel.com.au**

 **www.hmtel.com.au**





## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on [1300 309 984](tel:1300309984) so we can serve you better. Or you can visit us at [SP website address](#) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.hmtel.com.au](http://www.hmtel.com.au). You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **100Mb/40Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **50GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$74.95**

The minimum amount you'll pay is **\$1798.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

A minimum of two appointments are needed to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included.

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A standard professional installation of your broadband services on the NBN is included. Additional charges apply for non standard installation.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your home.

For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

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### COMPLAINTS

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **100Mb/40Mb NBN Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready.

**HM Telecom** will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **100GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$79.95**

The minimum amount you'll pay is **\$1918.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

## Other Information

### AVAILABILITY

NBN Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from NBN as yet.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the home from 12Mbps and upload speeds from the home from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Netcomm NF3ADV routers which are \$289 with a VoIP Phone included.

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## CRITICAL INFORMATION SUMMARY

### Other Information

#### CONNECTION CHARGE

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For new customers, a **\$69.95** fee may apply to get you up and running.

#### SERVICE AND PLAN CHANGES

Once you take up a home phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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# NBN Internet



## CRITICAL INFORMATION SUMMARY

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### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive **400GB** of Data Allowance each month. There are no peak or off peak restriction on your usage or excess usage charges.

If you reach your data allowance, the speed will be shaped but you will not be charged extra for the excess usage.

### Information about pricing.

Your minimum monthly charge is **\$99.95**

The minimum amount you'll pay is **\$2398.80** over 24 months.

### CHANGING LINE SPEEDS

Increase or decrease in download/upload speeds will be charged at **\$16.50 per change**. You may only change your plan once per month.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

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