

Everyday NBN Plans

Faster Speed 50/20 Mbps



CRITICAL INFORMATION SUMMARY

Information about the Service

The QTelecom NBN Fibre service is a broadband Internet service that uses the latest technologies of the NBN fibre network. It uses state of the art fibre optic technology cabled direct to your premises.

Bundling

You can bundle one of our NBN Phone services (for an additional \$11.00 per month plus call costs) with these plans. Please contact us if you would like to bundle your phone line with us.

Required Services & Availability

The NBN Fibre service is only available within an area serviced by the NBN Fibre Network. Your premises will need to be connected to the NBN Network by NBN Co. Standard installations are included free of charge however any non-standard installations may require you to pay for additional costs.

Availability for NBN Fibre can be checked online at <http://www.nbnco.com.au/connect-home-or-business/check-youraddress.html>.

Minimum Terms

All NBN Fibre Service plans have a 24 Month contract arrangement.

Information about data - What's included

If you exceed your monthly quota, we simply slow down (shape) your download speeds to 256Kbps for the remainder of your billing month.

Information about Pricing

Monthly Charges

NBN Plan 50/20 Mbps	Included Data	Minimum Monthly Charge	Minimum Monthly Charge with Phone	Total Minimum Price (24 Month Contract)	Total Minimum price with Phone (24-month Contract)
Everyday Starter	100 GB	\$99.00	\$110.00	\$2376.00	\$2640.00
Everyday Value	250 GB	\$109.00	\$120.00	\$2616.00	\$2880.00
Everyday Bonus	500 GB	\$119.00	\$130.00	\$2856.00	\$3120.00
Everyday Extreme	1000 GB	\$139.00	\$150.00	\$3336.00	\$3600.00

The total minimum price on a 24-month contract includes 24 months of the monthly plan costs.

All prices Inc GST

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NBN Service Charges	Description
Transfer (Churn) an existing NBN Service to QTelecom	Free
NBN Speed Change	\$19.95
Relocate any Existing QTelecom NBN Service	\$99
Static IP Address (Per Address)	\$10 per month
Home Network Gateway (4 port) & Wi-Fi	Free
Modem Postage	Free

Setup Fees

Setup is free of charge. Any cabling requirements beyond the scope of the free NBN installation past the Network Boundary Point will be at your cost and responsibility.

Excess Usage

Both uploads and downloads count towards your monthly included data allowance. There are no excess charges if you go over your monthly plan allowance of data, instead your data traffic will be slowed down to 256Kbps.

Cancellation Fees

If you cancel your NBN service within 24 months of connecting, you will be required to pay a once off early termination fee (ETF) of \$150.00.

Other Information

Usage Information

QTelecom customers can obtain account information and usage from our Account Toolbox via our website at <http://myaccount.qtelecom.com.au/>.

Customer Service Contact

You can contact our QTelecom Customer Support representatives for billing, sales or support via email at support@qtelecom.com.au; or telephone on **1300 857 863**.

Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing via email to opsman@qtelecom.com.au.

Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling them on 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

This document is a summary only, for our Full Terms and Conditions and plan information please visit our website at www.qtelecom.com.au.

All prices Inc GST

 **1300 857 863**

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 www.qtelecom.com.au

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