

# Critical Information Summary

## Residential NBN Plans

- 1) **Service to be provided:** This service is only available to areas with nbn fixed line services. This summary may not reflect any discounts or promotions that may apply from time to time.

Plan name	Service tier	Data allowance	Monthly charge	Early termination charges	Minimum cost for contract length
No lock-in contract plans					
nbn®25/5 Mbps	25/5Mbps	Unlimited	\$58.00	\$0.00	\$50.00
nbn®50/20 Mbps	50/20Mbps	Unlimited	\$85.00	\$0.00	\$75.00
nbn®100/20 Mbps	100/20Mbps	Unlimited	\$90.00	\$0.00	\$80.00
nbn®250/25 Mbps	250/25Mbps	Unlimited	\$99.00	\$0.00	\$90.00
nbn®1000/50 Mbps	1000/50Mbps	Unlimited	\$115.00	\$0.00	\$100.00
12 month contract plans					
nbn® 25/5 Mbps	25/5Mbps	Unlimited	\$58.00	\$150.00	\$696.00
nbn® 50/20 Mbps	50/20Mbps	Unlimited	\$85.00	\$150.00	\$1,020.00
nbn®100/20 Mbps	100/20Mbps	Unlimited	\$90.00	\$150.00	\$1,080.00
nbn®250/25 Mbps	250/25Mbps	Unlimited	\$99.00	\$150.00	\$1,188.00
nbn®1000/50 Mbps	1000/50Mbps	Unlimited	\$115.00	\$150.00	\$1,380.00
24 month contract plan					
nbn®25/5 Mbps	25/5Mbps	Unlimited	\$58.00	\$150.00	\$1,392.00
nbn®50/20 Mbps	50/20Mbps	Unlimited	\$85.00	\$150.00	\$2,040.00
nbn®100/20 Mbps	100/20Mbps	Unlimited	\$90.00	\$150.00	\$2,160.00
nbn®250/25 Mbps	250/25Mbps	Unlimited	\$99.00	\$150.00	\$2,276.00
nbn®1000/50 Mbps	1000/50Mbps	Unlimited	\$115.00	\$150.00	\$2,760.00

### 2) Service description:

- a) nbn fixed line services are available to address within the nbn [fixed line coverage area](#) that are confirmed ready for service by nbn. Fixed line access technologies used to deliver these services include: FTTP, FTTN, FTTC, FTTB, HFC. Services available on the nbn fixed line network range between 25/5 Mbps and 1000/50 Mbps depending on the services available in your area and your chosen plan (see table above).

### 3) Service speeds:

- a) Plan speeds are the maximum attainable and we provide no guarantee that these speeds will be achieved consistently. Average typical evening speeds data is currently not available.
- b) Service speeds can vary due to factors such as the type of technology available with your service, network capacity as well as local factors such as the performance of your hardware such as your modem, fibre network or any interferences (such as large appliances or concrete walls).
- c) Many home routers and Wi-Fi networks will hold-up your connection to the internet, especially with our faster fibre plans. Our customer support team can help with exploring the best Wi-Fi setup for your household.
- d) You may upgrade or downgrade your plan by requesting a change to your plan before the end of the current billing period. Any new plan will begin at the commencement of the next month. The plan can be changed to any compatible plan with no additional cost.

- e) All plans are subject to our acceptable use policy. You must not use your service in an unreasonable manner that will detrimentally affect our network.

**4) Installation and set-up fees:**

- a) Standard installation is included at no additional cost with all new NBN plans. Non-standard installations may incur additional fees. You will need an NBN-compatible modem/router to use this service. You can bring your own (BYO) or purchase one from us.

**5) New development fee**

- a) The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

**6) The minimum contract term:**

- a) The services are supplied on either a no lock-in contract with an initial minimum term of 30 days or fixed 12- and 24-month contract terms.

**7) Early termination charges (ETC):**

- a) We require 30 days written notice to cancel your plan.
- b) There is no early termination charge (ETC) if you choose a no lock-in contract option. If you are contracted to Elevate Internet on either a 12- or 24-month contract, and you cancel your service before the expiry period of the contract, you will be charged the lesser amount of an ETC of \$150 or the remainder of your contract.

**8) Service availability:**

- a) NBN service availability depends on whether NBN services have been rolled out to your premises. To check availability, you can use the NBN Co's rollout map at <https://www.nbnco.com.au/learn/rollout-map>. Alternatively, please visit our website or contact our customer service team for assistance in determining service availability at your location.

**9) Connection cost:**

- a) Depending on your contract length there may be a hardware and activation fee for your service as set out in the table above.

**10) Invoicing options:**

- a) We accept credit card payments: Visa and Mastercard and non-automated payments (bank deposit, EFT, cheque, money order).
- b) Every failed payment incurs a charge of \$4.40 on your next bill.
- c) If you wish to avoid fees and charges, please select the BPAY option.

**11) Pro-rata billing:**

- a) If you connect to your plan partway through a month then your monthly invoice, as well as any allowances, will be calculated based on the number of days remaining in that month.

**12) Priority assistance:**

- a) Priority assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational

telephone service. We cannot offer priority assistance on our service or on telephony services that utilise our service. If priority assistance is required, you should apply through a provider who can offer this service.

**13) Failure to connect:**

- a) If you have signed up for a Elevate Internet service but then decide to not proceed with the order, then we may be required to pass on reasonable costs incurred while pursuing your order.

**14) Customer complaints and information:**

- a) For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at [resolutions@elevateinternet.com.au](mailto:resolutions@elevateinternet.com.au) or call 1300 159 250.
- b) If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit [www.tio.com.au](http://www.tio.com.au)
- c) This is a summary only - the full legal terms for services are available at [www.elevateinternet.com.au](http://www.elevateinternet.com.au)