

## CRITICAL INFORMATION SUMMARY NBN PLANS

Plan Name	Monthly incl. GST	Speed	Term	Data	Maximum Charge	Activation incl. Modem	Delivery	Voice
NBN Unlimited 25 Bundle PLAN A	\$89.95	25/10Mbps	12 Months	Unlimited	\$1079.40	\$139.00	-	Local/Nat
NBN Unlimited 25 Bundle PLAN B	\$89.95	25/10Mbps	24 Months	Unlimited	\$2158.80	\$139.00	-	Local/Nat
NBN Unlimited 25 Bundle PLAN C	\$89.95	25/10Mbps	12 Months	Unlimited	\$1079.40	Free	\$19.95	Local/Nat
NBN Unlimited 25 Bundle PLAN D	\$79.95	25/10Mbps	12 Months	Unlimited	\$959.40	\$139.00	\$19.95	Local/Nat
NBN Unlimited 25 Bundle PLAN E	\$79.95	25/10Mbps	1 Month	Unlimited	\$79.95	\$199.00	-	Local/Nat

### INFORMATION ABOUT THE SERVICE

Your Service plan includes:

- Home broadband on the NBN network for your internet service
- Details of the Service are set out in the table above

#### Service availability

The Service is not available to all areas, homes or customers. While we perform preliminary qualification checks upfront for service availability, the type of service offered may be subject to further qualification checks to determine what is available at your location. If we are unable to connect your Service, we will attempt to contact you to discuss further options. If we can't contact you or cannot agree to a suitable substitute service, you may cancel your order free of charge.

If you're seeking to acquire the Service using 'Fibre To The Basement' technology, and NBN Co equipment is not installed in your building, an NBN Co technician will require access to the communications infrastructure in your building. You will need to notify your building manager to ensure they have access.

If you are renting a premise, you will need to seek approval from the owner for the installation to go ahead.

#### Your home broadband allowance

Unlimited

#### Broadband Speed

The Basic 12Mbps broadband service offers down speed up to 12Mbps.

Our Boost 25Mbps provides down speed up to 25Mbps, Boost Up 50Mbps provides down speed up to 50Mbps and Boost Max 100Mbps provides down speed up to 100Mbps into the home. These speeds exceed the capabilities of some content servers.

You can increase the speed of your service by purchasing a Speed Boost and you can do this any time during a month. Once you purchase a Speed Boost, you can decrease the speed of your service after the 1st of the next month, but only twice per calendar year.

We note that actual speeds may be slower and will vary due to a number of factors including network technology, hardware and software configuration, source and type of content downloaded, and the number of connected devices. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Please note, once you are connected to a service on the NBN, you won't be able to move to the Telstra copper network.

### INFORMATION ABOUT PRICING

Refer to the table above for your minimum monthly charge based on your plan.

### **Installation and set up costs**

To sign up with Melbourne Phone on the NBN, you must be in an area which is serviced by the NBN network. If NBN Co's equipment is not already installed in your home, we'll organise with NBN Co for a technician to install that equipment without charge.

You'll also be sent a Self-Installation Kit (SIK) which includes a Wi-Fi modem and which you will have to install yourself to receive your broadband service. The activation fee of \$139 includes the cost of the Wi-Fi modem. Our standard Wi-Fi modems are suitable for most NBN installation types. In the instance that your NBN access type is incompatible, the activation charge may vary.

If you're in a new development or newly constructed building and not already connected to the NBN network, NBN Co may charge \$330 to connect your premises to the NBN network. If applicable, we will bill that charge to you.

Standard installation does not include internal cabling, infrastructure or technical support visit. If a technical support visit is required, the charges are approximately \$132 for the callout plus an hourly rate.

### **Billing**

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you signed up to your plan until the end of that billing period, as well as the minimum monthly charge in advance for the next billing period. Our billing period starts on the 1st of every month. You can keep track of your usage online by signing in to your Melbourne Phone account on our website at [www.mphone.com.au](http://www.mphone.com.au).

### **Payment Processing and Credit Card Charges**

If you pay by BPay savings there are no processing fees. Payments made by credit card will incur a surcharge, Mastercard and Visa 1.62%, plus on-line service fee, direct debit from a bank account \$0.72 transaction fee. \$5.45 fee may be charged each month if you choose not to pay your bill by direct debit. Please contact Customer Support to set-up direct debit.

### **Paper invoice fee**

There are no charges for email or online billing. Paper bill fee of up to \$4.25 will be charged each month if you choose to receive a paper bill. Please contact Customer Support to arrange online billing or to request an email bill.

### **Early cancellation of your Service**

If you cancel your Service, you will not be eligible to receive a refund on any fees that you've already paid to us.

If you cancel your service after activation but before the Minimum Term has ended, you'll be charged an Early Termination Fee (ETF) up to the maximum amount of \$299. The ETF decreases each month you stay on the plan.

If you require your Service to be moved to a different area, you'll need to restart your term to avoid any ETF. If the Service isn't available in the area to which you would like it moved, your Service will be cancelled and an ETF will apply.

## **OTHER INFORMATION**

### **Contact Us**

We are dedicated to excellence in servicing our customers, if you would like to know more about this plan, please visit [www.mphone.com.au](http://www.mphone.com.au) You can also email [support@mphone.com.au](mailto:support@mphone.com.au) or call 1300 887 939

### **Concerns or disputes**

If you have any questions, concerns or complaints, you can access our Complaints Handling Policy. or call us on 1300 887 939 Monday to Friday (9am-5pm AEST) or visit our website at [www.mphone.com.au](http://www.mphone.com.au)

If you are not satisfied with the resolution of your complaint you can contact the Telecommunications Industry Ombudsman:

Phone: 1800 062 058.

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Website: [www.tio.com.au](http://www.tio.com.au)