

# Critical Information Summary

## nbn® home broadband



This summary does not reflect any discounts or promotions which may apply from time to time.

## Information about the service

The **nbn™** is Australia's national broadband network, which connects optical fibre and other technologies to deliver reliable, high-capacity internet to your home.

nbn plan	25	50	Wireless Plus	100	250 <sup>#</sup>	750 <sup>#</sup>
Data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Typical evening speed	25/8 Mbps Fixed 2-23 Mbps Wireless	50/18 Mbps	2-55 Mbps	100/18 Mbps	240/24 Mbps	750/42 Mbps
Max download speed	25 Mbps	50 Mbps	100 Mbps	100 Mbps	250 Mbps	750 Mbps
Max upload speed	10Mbps	20 Mbps	20 Mbps	20 Mbps	25 Mbps	50 Mbps
Connection charge	\$0	\$0	\$0	\$0	\$0	\$0
<b>Monthly charge</b>	<b>\$64.95/month</b>	<b>\$81.95/month</b>	<b>\$86.95/month</b>	<b>\$86.95/month</b>	<b>\$87.00/month</b>	<b>\$95.00/month</b>
Early Termination charge	End of bill cycle	End of bill cycle	End of bill cycle	End of bill cycle	End of bill cycle	End of bill cycle
Minimum term	1 month	1 month	1 month	1 month	1 month	1 month
Minimum cost	\$64.95	\$81.95	\$86.95	\$86.95	\$87.00	\$95.00

<sup>#</sup> Only available on some FTTP and some HFC connection types. Check availability by entering your address on our website.

Phone plan	PAYG	Unlimited
Local/national calls	10 cents per call	No charge – Unlimited
Mobile calls	20 cents per minute	No charge - Unlimited
13/1300 calls	40 cents	40 cents

## Required Services & Availability

The **nbn** service, or Bundle is only available within the nbn™ (FTTP, FW, FTTB, FTTN, FTTC or HFC) ready for service area. Nbn™ availability can be checked using the coverage checker on the SpinTel website.

## Broadband Speed

Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Your current nbn speed
- Network capacity
- Set up at your home
- Device connection (Wi-Fi vs Ethernet cable)
- The number of users online

The nbn service can never go faster than the maximum line speed available at your premises, so for FTTP/B/C customers we will confirm your actual speeds after connection.

## Minimum Monthly Charges

The minimum monthly cost for the service is the sum of the monthly charge or charges (if combined with a Phone service). For example, if you were to select the 50 Internet plan and the '\$10.00' Phone plan, you would be charged \$81.95 + \$10.00 (\$91.95) per month.

## Customer Service Guarantee

The \$0 connection charge is based on customers agreeing to waive their rights under the Customer Service Guarantee (CSG). This applies to customers who have bundled the nbn service with a telephone service. For more information, please contact SpinTel on 13 22 10.

## Information about the pricing

## Activation/Upfront Charges

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Any activation charges were be quoted and approved prior to the provisioning of the service.

Any cabling required past the Network Boundary Point is your responsibility. Non-standard installations will incur additional charges which are payable by you.

The activation charge does not include any additional charges such as lead-in or additional cabling which may be required, equipment such as splitters, missed appointment fees, or any other complex issues which require additional work that may be discovered during the installation.

### Minimum Term

The service is available on a month-to-month no lock-in contract.

### Upfront Hardware Charges

If requested during your order, the hardware provided must be paid upfront and will auto-configure with the SpinTel network once the service is activated and the device is connected.

### New Development Charge

If you're in a new development and not already connected to the nbn™, you may incur a New Development Charge of \$300 to connect your premises to the nbn™. We will advise and you will be required to approve and pay the charge before proceeding with the order.

### Additional Phone Charges

For the top 50 international special, up to \$1.98 for the first hour, plus 39 cent flag fall. Other international calls, variable, plus 39 cent flag fall. Full rates available on our website <https://www.spintel.net.au/home-internet/nbn> (International tab).

Timed calls are billed in 60-second increments. Full rates can be viewed here [spintel.net.au/products/nbn/rates](https://www.spintel.net.au/products/nbn/rates).

Calls to 19/1900 services are not available on the SpinTel Phone service.

## Other Information

### Monitoring Your Usage

You may view your usage by logging onto SpinTel's member portal My Account. Access My Account at: [www.spintel.net.au/my-account/login](https://www.spintel.net.au/my-account/login)

### Carrier Grade Network Address Translation (CGNAT)

Your service may use CGNAT, unless you specifically request to opt out of CGNAT, which we may agree to at our discretion. You may opt out of CGNAT at a cost of \$5 per month, and a dynamic public IP address will be assigned to the service. You may request a static public IP address at a cost of \$11 per month.

### Billing

You will be billed up-front for any hardware and activation charges. You will then be billed according to your billing cycle. The first bill you receive may include charges for any days remaining in the month until your billing cycle ends and will also include charges in advance for the next billing cycle. Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Payment methods include direct debit from a nominated savings and cheque account, or a credit card. No processing fee applies for a savings or cheque account where a BSB and account number are used.

You will receive your bill at least one week prior to any direct debits.

### Terminating Your Service

You may terminate your service at any time by transferring to another service provider or by contacting the SpinTel customer service team. You will be billed till the end of your current billing cycle.

### How to Contact SpinTel

Our customer service is available seven days a week from 8am to 8pm weekdays (AEDT) by phone on 1300 303 375, or from 8am to 8pm weekdays (AEDT) and 9am to 5pm weekends and public holidays (AEDT) via the Chat icon on our website.

### Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at [spintel.net.au/complaints](https://www.spintel.net.au/complaints). If you are not satisfied with the proposed complaint resolution after exhausting all steps, you may wish to consider contacting the Telecommunications Industry Ombudsman. The TIO should be contacted only as a last resort, after we have thoroughly investigated your complaint. You may contact the TIO at: [tio.com.au](https://www.tio.com.au)

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