

Critical Information Summary

NBN



INFORMATION ABOUT THE SERVICE

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.

Minimum Term

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

Minimum Monthly Charges

The minimum monthly cost for the service is equal to the sum of the NBN Broadband and if ordered, Phone monthly access charge. For example, if you were to select the *Plus 50* Internet plan and the '\$10.00' Phone plan, you would be charged \$59.95 + \$10.00 (\$69.95) per month.

Minimum Total Cost

- Month-to-month – The minimum total cost for the service is equal to the sum of the NBN and Phone one monthly access charge, plus the activation charge, plus postage. For example, if you were to select the *Plus 50* Internet plan and the '\$10.00' Phone plan, you will be charged \$59.95 + \$10.00 + \$20.00 = \$89.95.

Customer Service Guarantee

The activation charges are based on customers agreeing to waive their rights under the Customer Service Guarantee (CSG). For more information, please contact SpinTel on 13 22 10. This only effects the Phone service, if applicable.

INFORMATION ABOUT PRICING

Monthly Charges

	Entry 20	Plus 50	Fixed Wireless Plus	Premium 100
Unlimited	\$49.95	\$64.95	\$64.95	\$79.95

NBN Phone

Phone Package	\$0	\$10.00
Local calls	10 cents per call	Free
National calls	10 cents per call	Free
Mobile calls	20 cents per minute	Free
13/1300 calls	40 cents	40 cents

- Top 50 international special, up to \$1.98 for the first hour, plus 39 cent flagfall. Full rates available on our website.
- Other international calls, variable, plus 39 cent flagfall. 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.
- Calls to 19/1900 services are not available on the SpinTel NBN Phone service.
- Service will not work if there is no power to the SpinTel Network Gateway.

Activation/Upfront Charges (to be paid by credit/debit card)

- 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.

Upfront Hardware Charges (for SpinTel supplied hardware)

The hardware provided will auto-configure with the SpinTel network once the service is activated and the device is connected.

New Development Charge (to be paid by credit/debit card)

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 pay the charge before proceeding with the order.

Use of the Telephone Service During a Power Outage

During a power failure, or if the SpinTel Network Gateway is switched off or faulty, you will not be able to make or receive phone calls, including calls to emergency services. Priority Assistance services such as Medi-Alert are not offered. If you use a back-to-base alarm or any other phone-dependent service, you'll need to consider purchasing a battery backup solution (e.g. a UPS) to give you the required up-time suitable for your needs. SpinTel **nbn**[™] services do not include a battery backup. For more information, please visit spintel.net.au/batterybackup or visit www.nbnco.com.au/battery.

Incompatible Equipment

Most existing devices will be supported by the NBN and Phone service. Some older landline telephone handsets (such as a dial/rotary phone), back-to-base alarm systems, personal response systems (medical alert/emergency call systems) and fax machines may not work. Please consult the device manufacturer.

Critical Information Summary

OTHER INFORMATION

nbn™ Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by SpinTel. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

nbn™ Co-Existence Period

A Co-Existence Period may exist for services using **nbn™** FTTB and FTTN where other ADSL or special services may co-exist on the same network infrastructure as the **nbn™** services. During this period, optimal speeds may not be possible due to interference from equipment or network provided by other services. This may be up to 12-months after a new **nbn™** service is activated.

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

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. When opting out of CGNAT, a dynamic public IP address will be assigned to the service, however, at a cost, you may request a static public IP address.

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) and 9am to 5pm weekends and public holidays (AEDT) via the Chat icon on our website. Our call centre is available from 8am to 8pm weekdays (AEDT). To speak to a SpinTel representative, call 1300 303 375.

Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at 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

This is a summary only. Full terms and conditions are available at spintel.net.au/terms

Information is current as of 11 April 2023 and may change with notice. All prices quoted include GST. Document version 1.4