

# NBN Smart Unlimited 25/5 Mbps

## Information About the Service

### The service:

NBN Smart Unlimited 25/5 Mbps is an internet service operated through the National Broadband Network. The National Broadband Network is an Australian Government initiative designed to provide fast reliable internet to Australian's.

The service can be delivered through various technologies depending on your property's location, the selection of the technology to be used in your area is decided by NBN Co, the body which oversees the NBN.

### Bundling:

This service is not part of a bundle, it is a standalone service.

### Mandatory components:

You require an NBN compatible router to be able to use your service. You can use your own router if it is compatible with your service. Alternatively, you can also purchase a router from us. Our routers are from a selected range which are compatible with our networks.

### Minimum term:

The service is available with a minimum term of 12 months or 24 months.

### Important Conditions:

This service is only available in certain areas where NBN has been rolled out.

Once your data allowance has been used, excess charges apply.

Your service will be able to achieve speeds up to 25Mbps Download and 5Mbps Upload. Speed is not guaranteed and can be affected by multiple factors including, but not limited to, hardware used, congestion on the network or the number of devices connected to your local network.

No Fault Found Charge: Any faults reported which turn out to be false will be charged a no fault found charge of \$200 for the first 2 hours and \$100 per hour thereafter.

Order withdrawal charge of \$150 is applied on all orders withdrawn. If the order is in the processing or provisioning stage, the full termination fee will be charged.

## Information About Pricing

### Minimum monthly charge:

Minimum monthly charge	\$75.00
Minimum total charge for 12 months	\$900.00
Activation Fee – 12 Month Contract (Included in minimum total charge)	\$0
Minimum total charge for 24 months	\$1,833.00
Activation Fee – 24 Month Contract (Included in minimum total charge)	\$33
Included data allowance	Unlimited
Maximum Download Speed (Mbps)	25
Maximum Upload Speed (Mbps)	5

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## Maximum monthly charge:

The maximum monthly charge depends on whether you consume more data than included in your plan.

## Early termination charges:

If you cancel your service before your contracted term is ended, you will be charged an ETC of \$33.75 multiplied by the months remaining in your contract plus \$77 for 12 Month contracts and \$144 for 24 Month contracts.

## Unit Pricing Information:

Monthly included allowance	Unlimited
Cost of using 1GB of included allowance	0/GB
Excess data charges	\$1.10/GB

## Other Information

### Usage Information:

If your plan has a data allowance, we will automatically notify the account holder (free of charge) via Email when you have used 85% and 100% of your allowance; and for each 15GB you use over your allowance.

### Enquires, feedback and complaints:

We are committed to ensuring that all feedback and complaints are addressed in an appropriate and timely manner. You can always email [info@gb.com.au](mailto:info@gb.com.au) if you have any questions, would like to give feedback or to make a complaint.

### Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. GST is included in all values on this summary. Please contact us for further information or visit our website for our full Terms and Conditions (Standard Forms of Agreement). Summary valid as of April 2018.