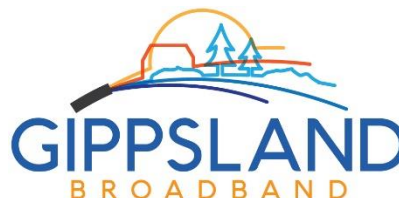


# Critical Information Summary

## Gippsland Broadband nbn™ HFC



### Information about the service

#### Service Description

Gippsland Broadband nbn™ HFC plans are delivered via the National Broadband Network (NBN) to the network boundary of your premises.

#### Equipment Required

A NBN compatible modem is required to connect to the NBN. If you do not have a compatible modem, one can be supplied with a once off payment of \$109.00 plus \$14.50 Postage and Handling.

#### Availability

NBN is not available at all addresses and is subject to infrastructure availability at customer premises. To check availability, please use the address checker at [www.gippslandbroadband.com.au/check-your-address/](http://www.gippslandbroadband.com.au/check-your-address/)

#### Usage Details

This plan includes UNLIMITED data, but if you would like to know how much data you have used, please contact our friendly customer service team using the contact details here on the C.I.S.

### NBN Speeds

Typical Evening Download Speed is measured between 7pm and 11pm. The actual speeds for the service may be slower and may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by Gippsland Broadband. Devices connected by Wi-Fi may experience slow speeds than those connected by ethernet cable. For FTTN customers, your maximum line sync speed is available on request once it is available.

### The minimum term is:

Gippsland Broadband nbn plans are supplied on either a 12 month (\$74.00 setup fee applies) or 24 month (\$0.00 setup ) contract term (early termination fees apply). See Minimum total cost applicable to each plan in the Information about Pricing section.

### Information about pricing

Plans	Gippsland Broadband nbn™ HFC			
	Basic (nbn 12) 10.6Mbps typical evening speed	Standard (nbn 25) 21.3Mbps typical evening speed	Fast (nbn 50) 36Mbps typical evening speed	Superfast (nbn 100) 50Mbps typical evening speed
Download Connection Speed				
Monthly Charge	<b>\$69.90</b>	<b>\$89.90</b>	<b>\$119.95</b>	<b>\$139.95</b>
Monthly Data Quota	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Minimum Total Cost on 12 Month Contract	\$912.80	\$1,152.80	\$1,513.40	\$1,753.40
Minimum Total Cost on 24 Month Contract	\$1,677.60	\$2,157.60	\$2,878.80	\$3,358.80
Minimum Charge in 1 <sup>st</sup> Month (12 Month)	\$143.90	\$163.90	\$193.95	\$213.95
Minimum Charge in 1 <sup>st</sup> Month (24 Month)	\$69.90	\$89.90	\$119.95	\$139.95
Upfront Fees	<ul style="list-style-type: none"> <li>- Setup \$74.00 applies to 12 month contract or \$0 on 24 month contract</li> <li>- Netcomm Wireless NF10WV available as additional once off payment of \$109.00, configured, postage &amp; handling applies.</li> <li>- Equipment postage &amp; handling \$14.50 (where applicable)</li> <li>- Additional once off \$330.00 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.</li> </ul>			
Early Termination Charge	Early termination charge will apply when you choose to terminate your agreement during your contract term. The early termination charge is calculated by the "Monthly Charge" multiplied by the number of months remaining on your contract term. <i>(monthly charge) X (number of months remaining) = (Early Termination Charge)</i>			

### Contacting Customer Service

For any questions or further assistance, please contact our friendly Customer Service team on 1300 258 259. If you wish to make a complaint, please contact our complaints resolution team on 03 5632 2805 or via email to [complaints@gippslandbroadband.com.au](mailto:complaints@gippslandbroadband.com.au).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Gippsland Broadband, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or any of the contact options available on their website <http://www.tio.com.au>.

Connecting Gippsland

P (03) 5632 2800 | E [info@gippslandbroadband.com.au](mailto:info@gippslandbroadband.com.au) | W [www.gippslandbroadband.com.au](http://www.gippslandbroadband.com.au)

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