NBN Unlimited Internet Plans
CRITICAL INFORMATION SUMMARY

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Information about the service.

Here's a quick summary of all the important bits about your NBN Unlimited Broadband Internet plan.

It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data.

NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready. We will check this for you and confirm NBN service availability.

MINIMUM TERM

Unless otherwise stated, there is no minimum term.

What's Included and Excluded?

You receive an unlimited Data Allowance each month. Usage of the service must comply with our Acceptable Use Policy which can be accessed via our website *www.unifiedit.com.au*

Information about pricing.

Your minimum monthly charge will depend on the speed you choose, and whether the service is provided directly via NBN or through their partner; Opticomm:

NBN:

Speed	Monthly Fee – ex GST
12/1 Unlimited	$63.00
25/10 Unlimited	$71.00
50/20 Unlimited	$83.00
100/40 Unlimited	$95.00
250/25 Unlimited	$104.00
250/100 Unlimited	$116.99
500/200 Unlimited	$147.99
1000/400 Unlimited	$178.99

PHONE: 1300 120 698
EMAIL: info@unifiedit.com.au
WEB: www.unifiedit.com.au

OPTICOMM:

Speed	Monthly fee – ex GST
12/1 Unlimited	$71.72
25/10 Unlimited	$80.82
50/20 Unlimited	$89.91
75/20 Unlimited	$92.64
100/20 Unlimited	$95.36
100/40 Unlimited	$104.45
250/25 Unlimited	$117.18
1000/50 Unlimited	$126.27

All speeds are 'up to' as there are no speed guarantees available with these products. NBN is not available in all areas. All applications are subject to a signal test at no extra cost.

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is nonstandard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The service don't include a Self-Installation Kit. If you purchase a modem you will be charged an additional amount on your first bill from us.

In the event that this is the first time NBN is being installed at the property, a new development charge will be applied of $299.

CONNECTION CHARGE

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed, we will contact you shortly after the appointment to discuss alternatives.

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CUSTOMER SERVICE GUARANTEE

To receive this service, you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose not to agree to a CSG waiver; however, we will not be able to provide this service to you.

Other Information

AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on several factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router.

SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month.

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 took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on *1300 120 698* so we can serve you better. Or you can visit us at *www.unifiedit.com.au* for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at *www.unifiedit.com.au* You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at *http://www.tio.com.au/*

All prices exclude GST.

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