

# CRITICAL INFORMATION SUMMARY



*\$64.99 per month – Unlimited Light/Unlimited data*

## INFORMATION ABOUT THE SERVICE

This Broadband Service is delivered over the National Broadband Network (NBN) with broadband line interface speeds of **12Mbps** (download) and **1Mbps** (upload). However, the actual service speed you experience depends on a number of factors, including your equipment, the number of end-users using the service, and the applications that you are using. NBN is only available to the customers covered within NBN's footprint.

### *Bundling Requirements*

In order to receive this service you are not required to bundle with other services. This service does not include a voice component. However, you may purchase an additional voice package with this service. Additional hardware may be required to support the voice package.

### *Service Availability*

The service is not available in all areas. NBN Fibre is available only to eligible residential customers who are located in an area serviceable by ReadyNetGo.

### *Minimum Term*

This plan is available on a month to month, 12 or 24 month term.

### *Your broadband allowance*

Your plan includes following data: **Unlimited** data allowance

## INFORMATION ABOUT PRICING

### *Your minimum monthly charge and total minimum plan cost*

| Contract Term  | Min Monthly Charge | Max Monthly Charge | Set-up Fee | Router*  | Cost of 1MB of data | Total Minimum Cost |
|----------------|--------------------|--------------------|------------|----------|---------------------|--------------------|
| Month to Month | \$64.99            | \$64.99            | \$99.00    | Included | N/A                 | \$163.99           |
| 12 Months      | \$64.99            | \$64.99            | \$59.00    | Included |                     | \$838.88           |
| 24 Months      | \$64.99            | \$64.99            | \$0.00     | Included |                     | \$1559.76          |

\*Total minimum cost does not include optional upgraded router

### *Installation*

You must obtain the consent of the property owner to have the NBN installation performed. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed), and be able to provide that to ReadyNetGo upon request. The cabling that is required in your premises beyond the network termination device is your cost and responsibility, as is the provision of a suitable, permanent 240V AC power outlet.

If you're in a new development and not already connected to the NBN, NBN Co may charge \$300 to connect your premises to the NBN. If this charge is applicable, we will include this charge on our first invoice.

### *Equipment Required*

You will need a suitable router to use this service. The router must be a ReadyNetGo approved device. If you are a new ReadyNetGo broadband customer we will provide you with a Wi-Fi router at no additional cost. You will also have the option of purchasing an upgraded router. ReadyNetGo routers are preconfigured and provided with an installation guide.

### *Early Termination Fee*

Termination of your service can be requested at any time, however, your service will continue to be charged until the end of the current billing period. The maximum cancellation fee for plans on a 12 or 24 month contract is \$250. The Early Termination Fee decreases by equal instalments each month your service remains active.

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## *ReadyNetGo Internet Acceptable Use Policy*

The ReadyNetGo Acceptable Use Policy applies to excessive and unreasonable use of this plan. Further details on ReadyNetGo Internet Acceptable Use policy can be found on: <https://www.readynetgo.com.au/resources/uploads/2016/06/RNG-Our-Customer-Terms-2016.pdf>

## *Fees & Charges*

If you withdraw your request for service after it has been accepted and prior to service completion you will be charged a \$150.00 order withdrawal fee.

An incorrect call-out fee will be charged if you lodge a fault and a technician visits your premises and no fault is found. The incorrect callout fee is \$135, which includes the first 15 minutes and an additional \$35 per 15 minutes of labour, billed in 15 minute intervals. It is possible that additional fault-finding works will be performed outside your premises - This time, as well as travel time between locations, may be included.

All requests for relocation of service will be processed as a cancellation and a new connection. Each request will attract a disconnection fee and where applicable a new connection fee.

## OTHER INFORMATION

### *Can I change my data allowance or speed at a later date?*

You may upgrade your plan to increase your speed and/or monthly data allowance plan at any time, but only once a month. This upgrade will take place within 3 Business Days. There is no fee for upgrading your plan, however you will pay the cost of the new plan for the entire billing period.

If you reduce your data allowance and/or speed, we'll move you to your new plan effective of the first of the next billing period.

### *Billing*

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month. This is called pro-rata billing.

### *IMPORTANT INFORMATION REGARDING YOUR FIRST INVOICE*

Monthly access fees are invoiced in advance. On the day of your service activation, you will be billed one month in advance. Your invoice is issued on the same date each month. Each bill includes usage charges, plus the Minimum Monthly Charge in advance. On your first bill, you'll also be charged for the days left until your next billing cycle begins. You may also be charged for individual services until all those in your bundle are connected.

### *Statements*

ReadyNetGo will provide your statement electronically to your designated email account.

### *How to pay for your service*

You can pay for your service either by credit/debit card or by direct debit using bank account. No additional fees apply for either transaction type.

### *Customer Service Contact Details*

Phone: 1300 827 144

Email: [customerservice@readynetgo.com.au](mailto:customerservice@readynetgo.com.au)

Website: [www.readynetgo.com.au/support](http://www.readynetgo.com.au/support)

### *Complaints and Disputes*

If you have a complaint or a dispute, please visit [www.readynetgo.com.au/contact](http://www.readynetgo.com.au/contact) where you will find full contact details for our complaints department. You may also lodge a complaint at [www.readynetgo.com.au/contact](http://www.readynetgo.com.au/contact) or by sending an email to [customerservice@readynetgo.com.au](mailto:customerservice@readynetgo.com.au)

### *Telecommunications Industry Ombudsman*

If you are not satisfied with how your complaint has been handled by ReadyNetGo, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us).