



Critical Information Summary

25/5 NBN™ Plan

This summary does not reflect any discounts, bonus data or promotions, which may apply from time to time.

Plan (Minimum term Month-to-Month)

Charges are ex GST

Plan Usage Types

Minimum monthly charge	\$75/mth
Minimum term	0 months
Monthly data allowance	Unlimited
Start-up fee	\$0 Additional fees may apply for a first time NBN™ connection to dwellings in new developments, for additional lines, or for non-standard installations.
Modem Charges	\$299
Cancellation Fees Does not include any device repayments (if applicable)	All charges related to this plan will be charged up to the end of the billing cycle.
Minimum total cost	\$374 (includes \$0 start-up fee, \$299 modem cost, and one month of plan fee.) (When you pay by direct debit.)

Information about the service

This plan is for a stand-alone Fixed Broadband service that is supplied using the **nbn™** network.

Description of the service

EmuTel broadband services are not available in all areas or to all premises. The broadband service offered will be determined by what is available at your location. EmuTel Broadband services are only available at premises which can be physically connected to the **nbn™** network. There may be technical or commercial reasons that affect our ability to connect a service at your address. Until EmuTel successfully installs your service we cannot guarantee that the service can be installed at your address. To check your serviceability and find out what kind of connection is available at your **address**.

Eligibility

To be eligible for this plan you must provide us with a currently registered ABN, ACN or ARBN

Equipment requirements

You need a compatible broadband modem to use this service. The modem must be compatible with your **nbn™** delivery type and approved by EmuTel.

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the nbn™ or 4G backup services and are not tested by us or supported on EmuTel nbn™. You should contact your device supplier to find out if your device will work before connecting to the nbn™. For more information on compatible devices please visit this page.

Installation

EmuTel reserves the right to charge for non-standard installations. You must obtain permission from the owner of the property, if that's not you, to have EmuTel Broadband installed, and have someone over 18 years of age in attendance at the appointment. **nbn™**



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customers may need two technicians (one EmuTel provided/suggested, one **nbn™**) to install the service. If you are in a new development and not already connected to the **nbn™**, **NBN™** Co may charge \$300 to connect your premises to the **nbn™**. If applicable, we will bill that charge to you.

EmuTel **nbn™** customers may elect to self-install the service at no cost. Installation fees may apply if you request a technician installation.

EmuTel is required by law to confirm your **nbn™** service is working. We may not be able to confirm this if you do not use the modem that EmuTel supplies you. You need to tell EmuTel of any issues you have with your **nbn™** service before we can rectify them. Billing will be activated once we confirm your service is **nbn™** operational.

nbn™ FTTC and HFC: If you are an EmuTel **nbn™** FTTC or HFC customer and fail to plug in the equipment within 30 working days from your **nbn™** equipment delivery date, NBN Co may cancel your order.

nbn™ speed

nbn™ FTTN, FTTB and FTTC maximum line speeds will be confirmed after activation. Typical speeds are based on customer averages and are not a guaranteed minimum. To better understand the right speed for your business please visit this [page](#). Or use the provided tool [here](#). There is a wide range of things that can impact the internet speeds you actually experience, and this can vary greatly between different homes and business, for more information please visit this [page](#).

EmuTel Fair Use Policy

Our Fair Use Policy's purpose is to ensure all our customers can access our services, and do not use our services in a manner we consider unreasonable or an unacceptable use of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. For more information see <https://www.emutel.com.au/fair-use-policy/>

Special Promotions and Value Added Services

This summary doesn't include any special promotions or extra value added services that you select whilst you have this telephone plan.

Bundling arrangements

You do not need to bundle this plan with any other EmuTel Service. However, you may be able to get additional discounts if you have other EmuTel Services.

Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

Plan changes

You can change your plan to any eligible Fixed Broadband plan (if available) at any time without incurring any plan change fees.

Bill payment charges

This table below outlines any additional charges that may apply when paying your bill.

Relocation fee

Direct Debit Arrangement

One-time setup fee	\$0.00
Bank account	\$0.00
Optional SMS reminder	\$0.00
Visa/Mastercard	2.5% (min \$1.25)
Amex	4.4% (min \$1.10)
Failed payment fee	\$21.90



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Relocation fees may apply depending on circumstances, e.g. technician appointment.

Other Information

Tracking your spend

You can view your billing and usage information by visiting **My Account**.

Customer Service

You can call 1800 368 835 during our standard operating hours of Monday to Friday 8:30 – 17:00 for sales, account, order and support related enquiries. We are also contactable via our website at <https://www.emutel.com.au/contact-us/>.

Customer complaints

You can contact our complaint resolution area by calling us on 1800 368 835. We encourage you to lodge a ticket first via <https://www.emutel.com.au/customer-support/> so that we can try to resolve your fault. If you are not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.