

Critical Information Summary

(This summary does not cover any discounts/offers which may be on from season to season)



NBN PACKAGES

Standard Group

| Plan Name | NBN 1 | NBN 2 | NBN 3 |
|-------------------------|----------|----------|----------|
| Monthly Price | \$59.90 | \$69.90 | \$89.90 |
| Peak Data Allowance | 40GB | 150GB | 500GB |
| Off Peak Data Allowance | 40GB | 150GB | 500GB |

Faster Group

| Plan Name | NBN 1 | NBN 2 | NBN 3 |
|-------------------------|----------|----------|----------|
| Monthly Price | \$64.90 | \$74.90 | \$94.90 |
| Peak Data Allowance | 40GB | 150GB | 500GB |
| Off Peak Data Allowance | 40GB | 150GB | 500GB |

Fastest Group

| Plan Name | NBN 1 | NBN 2 | NBN 3 |
|-------------------------|----------|----------|----------|
| Monthly Price | \$74.90 | \$84.90 | \$104.90 |
| Peak Data Allowance | 40GB | 150GB | 500GB |
| Off Peak Data Allowance | 40GB | 150GB | 500GB |

Information About Pricing

1. Standard Group

This group has three plans based on internet speeds that we offer called NBN1, NBN2 and NBN3. Peak hours for service is between 8am and 2am and off peak hours are 2am and 8am. NBN1, NBN2 and NBN3 have a data allowance of 40GB, 150GB and 500GB respectively. If you cross your data allowance your plan's speed will drop. Due to the difference in data allowance, our cost for each NBN plan is \$59.90, \$64.90 and \$74.90 respectively monthly.

2. Faster Group

This group has three plans based on internet speeds that we offer called NBN1, NBN2 and NBN3. Peak hours for service is between 8am and 2am and off peak hours are 2am and 8am. NBN1, NBN2 and NBN3 have a data allowance of 40GB, 150GB and 500GB respectively. If you cross your data allowance your plan's speed will drop. Due to the difference in data allowance, our cost for each NBN plan is \$64.90, \$74.90 and \$94.90 respectively monthly.

3. Fastest Group

This group has three plans based on internet speeds that we offer called NBN1, NBN2 and NBN3. Peak hours for service is between 8am and 2am and off peak hours are 2am and 8am. NBN1, NBN2 and NBN3 have a data allowance of 40GB, 150GB and 500GB respectively. If you cross your data allowance your plan's speed will drop. Due to the difference in data allowance, our cost for each NBN plan is \$74.90, \$84.90 and \$104.90 respectively monthly.

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Information About The Service

All groups come at 3 different prices based on the data allowance.

Minimum Agreement

All our plans have a minimum of 12 month contract and are billed in advance on a monthly basis only after your connection is active. In case of early termination we still would charge you at the same rate, which is multiplying the remaining months within the contract by monthly cost. Any changes to the plan will automatically re-start the 12 month contract period. In- case of no contract then there would be an initial fee of \$149.0.

Service Coverage

Unfortunately in certain instances you may not be eligible for a NBN service plan from us and so it's best to get in touch with us so that we can assist you with other alternate options for you.

Alternatively, you are welcome to visit <https://www.nbnco.com.au/> to find out if your address is eligible for the NBN network or not. We offer connections for three types of NBN network which are Fibre to the node (FTTP), Fibre to the premise (FTTP) and Wireless NBN at this stage.

Internet Speeds

Our internet plans/speeds we offer may differ based on the following

- Area you are based
- Network congestion

NBN Setup Cost

If you purchase your modem from us the set-up costs are \$55.0. For all third party modems, we charge \$65.0 to configure the settings on it. All our set-up charges are a one-time cost.

Modems

All our modems are a 4 port NBN type to suit your NBN network needs, there is postage charges in- case you cannot collect it from our store. Our modem costs start from \$89.95 to \$179.95 based on the type of NBN plan you have.

Plan Upgrade

In case of plan upgrade you are required to pay \$30.00 charge as speed change fee.



Internet Fault

In case of internet fault please contact us immediately between 8:30am-5:00pm Mon-Fri or write to us at support@easynet.net.au. We would run all our tests and then begin our diagnosis for more effective outcome.

Power Outages

In case of a power outage we would not be able to offer any internet services until the power is restored.

Other Information

OUR CONTACT INFORMATION

Please call on 07-4953-3331, Mon –Fri between 8:30am-5:00pm and a friendly team member will be there to assist you. In case you are not able to reach us you are more than welcome to write to us at support@easynet.net.au

Our website link:

<http://www.easynet.net.au/>

FOR ANY COMPLAINTS/GRIEVANCES

You can write to us on support@easynet.net.au

And we would do our best to help you resolve the problems from our end.

IF NOT SATISFIED WITH OUR SERVICE THEN CONTACT TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO):

Call: 1800 062 058;

Or write to TIO at www.tio.com.au/making-a-complaint