Lynham - Networks_Premium – SYMMETRIC 100/100

Critical information summary for your NBN Broadband Unlimited STANDARD SPEED plan

Description of the Service

This is an NBN Internet service with unlimited data allowance provided over the NBN network. This is only available in NBN enabled areas and is only available to residential users and is not suitable for business use.

Mandatory components:
You will require an NBN ready modem/router to access this service. We can supply one for a one-off fee if required. Please check website for current pricing. Due to complexities on the network we recommend you to use one of our supplied modem/routers however we do support BYO modem/router.

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your property. **You must be capable of configuring your BYO device yourself – we will only be able to provide limited 'best efforts' support for your own BYO device**.

Minimum term:
This service has no lock in contract and you are free to cancel at any time. It has a **1 month** minimum term.

Set up costs:
There are no set up or activation costs associated with this service.

Key details:
The NBN or broadband plan that you have ordered is on our STANDARD SPEED

*Interface speeds refer to the speed to the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Standard installation requirements:
Standard NBN installation is included with this plan. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Home service, you will not be able to move back to a copper service.

Information about Pricing

Minimum monthly charges & cost of data:

PLAN - PREMIUM	STANDARD SYMMETRIC SPEED
Max download connection speed	Typical evening speed = 100mbps
Monthly charge	3 Days risk free $/115.00mth
Monthly data quota	Unlimited

No lock in contract:

Minimum charge in 1st month	$115.00

Additional connection charge for new developments:
If nbn™ identifies your premises to be within the site boundary of a new development the $300 nbn™ New Development charge will apply to connect your premises to the nbn™.

Speed Change Fee:
There are NO fees to change NBN speed.

Order Cancellation Policy
If after ordering your NBN service you wish to cancel due to change of mind, no refund will be provided if your order is in progress with the carrier. Some Private Networks providers (RSP's) that are not NBN might have a cancellation fee of up to $250.00

Your order will be deemed as 'in progress' once you have received notification by email that your order has been submitted to our carrier.

Promotional Pricing
This plan comes with a promotional monthly price providing 15% discount per month . This is applicable for the first 6months of connection, after which time the price reverts to the standard price.

The promotional pricing is only applicable to new Airtel AU customers connecting for the first time . Properties previously connected with Airtel AU are not eligible for promotional pricing.

Usage Information
A spend management tool is available to all Airtel AU Telecom customers free of charge via the member portal at:

https://portal.airtel.net.au/portal/login

Connection Timeframes:
Once we've accepted your application, we'll try to connect your NBN Broadband service as quickly as possible. We are reliant on the NBN installation team to complete your connection. NBN will advise us of a reserved installation appointment for your connection.
We will advise you of the reserved installation appointment. In some instances, the NBN installer may be unable to attend the reserved appointment and we apologies in advance if this happens at your installation. Reasons may include high workload, capacity shortfall or other factors out of our control.

If your installation appointment is re-scheduled, we will do everything possible to inform you ahead of the installation date. Unfortunately on occasions we are not informed by NBN if an installer is unable to attend an appointment until after the appointment time and date. We apologise in advance if this is the case.

Service Details:

This Airtel AU Telecom NBN Broadband is provided using the NBN network. Airtel AU Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to nbn™. For further information on the NBN network please visit http://www.nbnco.com.au

This service is for residential use only and business use is not permitted. We do not permit the distribution of illegal content or copyrighted material on our network.

For further information about different internet technologies and what may be right for you please see: www.commsalliance.com.au/BEP

Broadband Speed:

Actual speeds you will receive will vary due to a number of factors such the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

NBN services provided using Fixed Wireless/FTTB/FTTC or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan we will inform you and offer to move you to a lower speed tier and refund any money that you have paid for the higher speed tier.

Please contact us as soon as possible if you are not achieving satisfactory speeds and we will provide some troubleshooting tips that may improve things.

Availability:

NBN Broadband is only available in an area that has been enabled for nbn™. To check whether your premises is enabled please see www.nbnco.com.au.

Billing

We will bill you in advance for the minimum monthly charge. When signing up online your first month of monthly charges will be charged in advance. This upfront payment will be applied to your first monthly bill.

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. With this in mind your first bill will likely include charges for more than one calendar month.

No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.
IMPORTANT: Billing for your NBN service will commence from the day that the NBN activation is completed by nbn™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Additional account fees

The following account fee's apply:

Non-direct debit fee:	$3.50
Bounced/failed direct debit fee:	$10.00
Paper Bill Fee:	$3.50
VISA/Mastercard surcharge:	1%
American Express Surcharge:	2%

It is free to pay your account via bank account direct debit, and free to receive your bill via email. You can update your payment details at any time via our Self Care Portal.

Late payment fee

If your account is not paid in full within 10 days after the monthly due date a late payment fee of $10 + gst will apply. The due date is the 10 th of every month. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

3 day risk free trial

If you are not completely satisfied with your Airtel AU NBN service you are free to cancel within the first 3 days and receive a full refund of your plan fee. We will not refund the cost of any modem that you have purchased from us. Modems are yours to keep, are unlocked and can be used with an alternative provider or technology type. For full details please see our 3 days risk free trial terms and conditions.

Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 (AIR TEL) 247 835.

You can access our complaint resolution process via the details on our website at www.airtel.net.au/policies and clicking on 'Customer Complaints Handling Policy'.

Telecommunications Industry Ombudsman
We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:
Phone: 1 800 062 058
Fax: 1 800 630 614
Online: http://www.tio.com.au/making-a-complaint