



## NBN

### Information About the Service

	25/10	50/20	100/40
<b>Average Speed</b>	24.1Mbps	47.4Mbps	83.4Mbps
<b>Minimum Term (months)</b>	1	1	1
<b>Price</b>	\$88	\$99	\$121
<b>Included Data</b>	Unlimited		

### What is the service?

Connected 360's nbn® broadband service uses nbn® infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

### Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

### What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.

Connected 360

Level 1, Unit 4 / 4 Selkirk Drive Noosaville, Queensland 4566

(07) 5343 7424

ABN: 35 642 001 803

For More Information visit [www.connected360.com.au](http://www.connected360.com.au)



- You will also need an NBN-ready modem/router (see “equipment fees” on next page)
- FTTC customers only will also need an nbn®network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®.

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled
- If you have more than one phone line into your property, you can opt for nbn® on one line, and to keep your landline on the other, for a service fee of \$326.70. Please be aware that this second line will be shut down in 18 months from the time nbn® went live in your area.

### **What is included?**

Features of this service include an Australian-based phone support

### **Minimum term of the service**

This service is month-to-month with no fixed term.

### **Bundling Arrangements**

This service is not conditional on any bundling arrangements, however Connected 360 does provide other telco services that can be included on one bill.

### **Notes:**

- Service and plan availability is dependant on service qualification. Some higher speeds might not be available at your address and not all speed tiers are available in all locations.

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- No establishment fee

## Information About Pricing

### Set-up fee

There is no set-up fee for this service.

### Equipment fees

You don't have to purchase an NBN-ready modem/ router from Connected 360, however hardware can be purchased from Connected 360.

### New development fee

The nbn® may charge a \$330 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

### Other possible costs

If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our team.

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades. Note: All costs mentioned on this critical information summary are inclusive of GST.

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At the end of the contract term, the Connected 360 monthly charges will continue at the same rate.

If a non-standard installation is required, the costs quoted by NBN Co will apply. If a new or inactive copper pair is to be activated or installed, a \$330 installation charge may apply. If an additional NBN Connection Box is required, a \$330 subsequent installation charge may apply. If it is the first NBN connection at a new development site, a \$330 new developments charge will apply.

### **Mandatory Components and Conditions**

An NBN compatible modem/router is required in order to use the service. Hardware can be purchased outright from Connected 360. Otherwise, you may choose to provide your own. The type of hardware you need depends on the NBN technology. You must ensure the hardware chosen is appropriate and adequate for the intended purpose. In FTTC, FTTP and HFC areas, some equipment that is owned by NBN Co will need to be installed in your premises, if it isn't already, and a 240-volt power supply will be required.

Internal cabling is the customer's responsibility and cost. Insufficient cabling beyond the network boundary point may delay provisioning of the service. The service will not function in the event of a power failure unless you install an Uninterruptible Power Supply (UPS) to provide power to all equipment associated with using the service.

The selected speed tier is the maximum possible download/upload speed (Mbps) that is available during off-peak periods. Actual speeds may be slower for a variety of reasons including congestion, location, local conditions, hardware, software and general traffic. A plan change may be requested at any time.

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### Qualifications

Please note that we reserve the right to cancel or restrict your service if:

- Your bill is overdue or unpaid.
- You abuse Connected 360 staff.
- You breach our Connected 360 terms and conditions and/or fair use policy

### Billing and Usage Information

Account information can be obtained by accessing our online portal, access information will be provided by calling our accounts department on (07) 5343 7424 or emailing [accounts@connected360.com.au](mailto:accounts@connected360.com.au).

All prices include GST.

### Exit Fee Charges

There are zero exit fees for this particular service.

### Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on (07) 5343 7424, or email [connect@connected360.com.au](mailto:connect@connected360.com.au) if you have any questions or would like to give feedback. We have an Australian based team of professionals who can assist you with any technical support, account or sales enquiries. If you have a complaint or dispute, please call (07) 5343 7424 and ask for the resolutions team, or email [connect@connected360.com.au](mailto:connect@connected360.com.au). Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website

### Telecommunications Industry Ombudsman (TIO)

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# Critical Information Summary

## NBN



If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO).

You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint) to resolve any issues.

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