

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

**SERVICE DESCRIPTION**

Information about the service  
Your plan sets out the pricing that applies when you sign for a Real Telecom Business nbn™ Service.

**INFORMATION ABOUT PRICING**

	<b>ELITE</b>
<b>Minimum Monthly Fee</b>	<b>\$160</b>
<b>Maximum Fee Payable<sup>2</sup></b>	<b>\$3840</b>
<b>Minimum Fixed Term (Months)</b>	<b>24</b>
<b>Standard Inclusions*</b>	<ul style="list-style-type: none"> <li>• Unlimited Downloads</li> <li>• Unlimited Uploads</li> <li>• Compatible Modem</li> <li>• Static IP Address (\$5)</li> </ul>
<b>Maximum Termination Fee<sup>3</sup></b> <small>(applicable in line with the number of months remaining on each exclusive agreement)</small>	<b>\$1920</b>

**AVAILABILITY**

You can choose Real Telecom Business IP Voice Service if your business is serviceable with an IP Voice Service and you are operating a business with a valid ABN or ACN.

**TECHNOLOGY TYPES**

This service is supplied using the National Broadband Network (NBN).

We Provide NBN using the following technologies  
For example:

- Fibre to the Node (FTTN)
- Fibre to the Curb (FTTC)
- Fibre to the Building (FTTB)
- Fibre to Premise (FTTP)
- Hybrid Fibre Coaxial Network (HFC)
- NBN Fixed Wireless

NBN is available in selected coverage areas and is subject to in-frastructure availability as and when updated by NBNCO. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper-based service. Additional Information available

[www.realtelecom.com.au](http://www.realtelecom.com.au)

**BUNDLING ARRANGEMENT**

If you offer to contract with Trikon this summary applies for the service type as a standalone and specifics are listed in any offer or agreement signed. If you contract multiple services, you may be eligible for a discount refer to [www.realtelecom.com.au](http://www.realtelecom.com.au)

Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone charge per service if you cancel, modify or transfer away your bundled service.

**ADDITIONAL FEES & CHARGES\***

The following are some examples of connection charges that may apply to connect your Service:

<b>Standard Activation (No Technician)</b>	\$89
<b>New Line Activation (With Technician visit)</b>	\$299
<b>New Line Connection (Cabling, Onsite Visit/labour)</b>	\$300
<b>New Number</b>	\$300
<b>Subsequent Installation</b>	\$299
<b>Hourly Labour Onsite Fee</b>	\$150
<b>New Number Charge</b>	\$299
<b>Porting Fee(s)</b>	\$100
<b>NBN New Premises Fee</b>	\$300
<b>Hardware Postage and Handling Fee(s)</b>	\$20

Separate charges apply for each additional connection point at the same property and for more complex connections. You may be charged a deposit if multiple additional charges are to be incurred prior to the Technician’s attendance. All charges are excluding GST and payable by the Due Date as specified on your invoice.

**CHARGE CHANGES**

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will make every attempt to notify you about this change. You agree we reserve the right to charge you any reasonable increase without notice, payable under the existing agreement.

**<sup>2</sup>MAXIMUM TERMINATION FEE**

In the circumstance where you choose to prematurely terminate services before the full contracted term expires, you legally agree that instead of a preset flat early termination fee, you will be charged a maximum of 50% of the remaining contract agreement up to a value no greater than \$3000. This represents the mutually agreed early termination charges you are liable for and is a genuine estimate of our losses.

**FAIR USE POLICY**

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

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## OTHER INFORMATION

### BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing.

Contact us at 1300 Real Telecom for further information.

### BILLING OPTIONS

Trikon's standard method of bill delivery is email. Paper billing is available as an option for a monthly fee of \$5.95. You have automatically opted into standardised billing, to opt out or customise billing preference refer to the Terms of your Agreement.

### MANAGE YOUR SERVICE ONLINE

To keep updated with any changes or requests including order statuses be sure to actively visit your account or contact 1300 Real Telecom .

### CONNECTION TIMEFRAMES

Once we've approved and accepted your application, we'll try to connect your Business IP Voice Service on the earliest and best available date, however, this is not always possible. This service will be delivered in stages if you have purchased or agreed to other services with Real Telecom . For any extended delays, we will make every reasonable effort to contact and advise you as to the reason(s).

You are required to contact us where the delay has fallen outside of the agreed time frame as per your written agreement. If there has been a previous working Business IP Voice Service with Real Telecom at your premises and we can reconnect it without having to visit your premises, the node or anywhere in between we aim and estimate a minimum connection timeframe of 8 – 10 Working Weeks.

Non-exhaustive factors to account for;

- a) Distance and Location
- b) Appointment Availability
- c) Order Type

### GETTING READY FOR THE NBN™ NETWORK

If the NBN network is soon to be available at your premises and you wish to prepare for the transfer to the NBN network with Trikon, we'll set you up with NBN ready services, manage your transfer and attempt to make the transfer as smooth as possible. To do this, we'll need your agreement, assistance and confirmation to access your premises. Where essential and we'll contact you about any requirements or changes, regard-less NBN Ready Services or Ready for Service.

Refer to the appropriate CIS provided to you in order to access the summary of your services. Additional Terms and Conditions for your Transfer will be provided at the time of the agreement.

If you have set up an NBN Ready agreement and don't want to transfer to the NBN network with Real Telecom, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN network.

At this time, we will cancel your services and the Minimum Termination Fee of \$100 per service will apply. There may be additional charges which apply refer to Early Termination Fee(s). We'll let you know the details should you wish to change your agreement.

### PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge. Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

### WE'RE HERE TO HELP

If you have concerns about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us at [info@realtelecom.com.au](mailto:info@realtelecom.com.au) or visit us [www.realtelecom.com.au](http://www.realtelecom.com.au)

### FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058.

### FULL TERMS

This is a summary only full terms are available for all products and services, [www.realtelecom.com.au](http://www.realtelecom.com.au)

### ADDITIONAL INFORMATION

Click the following Links for additional information about the NBN or contact [info@realtelecom.com.au](mailto:info@realtelecom.com.au)

*All information is correct as of 21/06/19*