

# HOME NBN™ ELITE

## SERVICE DESCRIPTION

Information about the service

Your plan sets out the pricing that applies when you sign for a Real Telecom Home NBN™ Service.

## INFORMATION ABOUT PRICING

	ELITE
Minimum Monthly Fee	\$105
Maximum Fee Payable*	\$2,520
Minimum Fixed Term (Months)	24
Standard Inclusions*	<ul style="list-style-type: none"> <li>Unlimited Download</li> <li>Unlimited Upload</li> <li>Compatible Modem</li> <li>Static IP Address (\$5)</li> </ul>
Maximum Termination Fee <sup>3</sup> <small>(applicable in line with the number of months remaining on each exclusive agreement)</small>	\$1,260

## AVAILABILITY

You can choose Real Telecom Home NBN™ Service if your residential address is serviceable with NBN Service.

## TECHNOLOGY TYPES

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

We Provide NBN using the following technologies:

- 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 infrastructure 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 Real Telecom 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 [realtelecom.com.au/terms](http://realtelecom.com.au/terms)

Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly stand-alone

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

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:

Standard Activation (No Technician)	\$150
New Line Connection (Cabling, Onsite Visit/ labour)	\$300
New Number	\$300
Subsequent Installation	\$299
Hourly Labour Onsite Fee	\$150
Porting Fee(s)	\$100
Modem Charge including postage and Handling Fee(s)	\$175

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 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.

## 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 REALTELECOM for further information.

#### BILLING OPTIONS

Real Telecom's standard method of bill delivery is email. Paper billing is available as an option for a monthly fee of \$3.95. You are automatically opted into standardised billing, to opt out or customise billing preference in accordance refer to the Terms of your Agreement.

#### MANAGE YOUR SERVICE ONLINE

To access your invoice or modify your details visit [myaccount/realtelecom.com](http://myaccount/realtelecom.com).

To keep updated with any changes or requests be sure to actively visit your account or contact 1300 REALTELECOM.

#### CONNECTION TIMEFRAMES

Once we have approved and accepted your application, we will try to connect your Home NBN Service on the earliest and best available date, however, this is not always possible. 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 Home NBN Service 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 up to 14 working days.

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 Real Telecom, we will set you up with NBN ready services, manage your transfer and attempt to make the transfer as smooth as possible. To do this, we will need your agreement, assistance and confirmation to access your premises. Where essential, we will contact you about any requirements or changes, regarding NBN Ready Services.

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.

We will 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 of \$4.95 apply for alternate payment methods.

#### WE ARE HERE TO HELP

If you have concerns about

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

Contact us at [crt@realtelecom.com.au](mailto:crt@realtelecom.com.au)

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

#### FURTHER ASSISTANCE

After you have contacted us, and we cannot 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/terms/](http://www.realtelecom.com.au/terms/)

#### ADDITIONAL INFORMATION

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

*All information is correct as of 28/04/20*