

Critical Information Summary

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



Connect Home Internet Plans

This is a summary of key information about the Connect Home Internet Plans. It is intended to help you compare this service with other internet offers.

National PC Connect Home Internet is a fixed broadband data-only service (“NBN Service”) that provides you with internet access via the National Broadband Network (“NBN Network”) as supplied to us by NBN Co Limited (“NBN”). The nbn® plan allows you to either purchase a Netcomm Super Wi-Fi Modem (‘Modem’) or Bring Your Own (BYO) compatible modem.

Plan	Standard	Fast	Superfast	Ultrafast
Monthly Charge Casual month to month	\$99/mth	\$100/mth	\$115/mth	\$129/mth
Monthly Data Allowance	Unlimited			
nbn® Speed Tier	100/40 Mbps	500/50 Mbps	750/50 Mbps	1000/100 Mbps
Eligible nbn® connection types	FTTN/FTTB/FTTC	FTTP/ HFC		
Minimum Term	1 Month			

All pricing is inclusive of GST.

INFORMATION ABOUT THE SERVICE

Service Availability

National PC Connect Home Internet services are not available in all areas or to all premises. The home internet service offered will be determined by what is available at your location. National PC Connect Home Internet services are only available at premises which can be physically connected to the nbn internet Network. There may be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability and find out what kind of National PC Connect Home Internet service is available at your address visit nationalpc.com.au/connect/serviceabilitycheck or call us 1300 364 930.

Minimum Term

1 Month

Equipment required and limitations

You need a compatible modem in order to use this Service. If you sign up to one of these plans, we will send you a NetComm Wireless modem. The total cost of the Modem is \$210 plus postage cost of \$20 via Australia Post. If you would like to use your own modem, you need to make sure it is compatible with these plans. You can find information about the technical requirements your modem must meet here. Please note that by signing up to one of these plans, if you have an existing home/office phone line service it will be terminated. When you connect to National PC Connect nbn® certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. National PC Connect does not offer Priority Assistance for customers with life-threatening medical conditions. Telstra is a provider who can offer this service.

nbn® Speed

Standard, Fast, Superfast and Ultrafast refer to the wholesale speed tiers provided to us by the nbn®. These speed tiers have a theoretical download maximum attainable speed of 100, 500, 750 and 1000 Mbps, respectively, outside of peak hours. The availability of certain speed tiers depends on your nbn® technology type. The actual speeds that you experience will be slower than the theoretical maximum for your technology type and speed tier due to factors such as the quality and layout of copper wiring forming part of your connection, distance from the exchange, congestion on the network and electrical interference. For more information about these speed tiers, please visit our website: nationalpc.com.au/connect/nbn-speeds

Service Faults and Restoration

Faults on the nbn® network are managed by NBN Co. Standard restoration timeframes depend on fault type and location.

WHAT'S INCLUDED AND EXCLUDED

Your National PC Connect Home Internet Plan includes:

- An unlimited monthly data allowance
- A nbn® Internet service

Your National PC Connect Home Internet Plan **Excludes**:

- A phone service

INFORMATION ABOUT PRICING

All pricing in this document includes GST.

Minimum monthly charge

Please refer to table on above section on pricing information.

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in a way that is unreasonable, fraudulent, or that interferes with the integrity or security of our network. We may suspend or cancel your service if you breach this policy.

Service Activation Date

The Service Activation Date is the date that the service is ready for use.

Cancellation

If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle.

When will I Pay?

Your first monthly charge will be pro-rated based on your activation date. You will be automatically charged via Bank Account AutoPay **seven (7) days after your invoice is issued**, or on the next business day if that falls on a weekend or public holiday.

New Development Surcharge

The nbn® may charge a \$300 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.

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Connect Home Internet Plans



How are payments made?

Automatic payments via Bank Account are required for these plans.

How will I receive my bill?

Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

Pausing or Cancelling Your Plan

You can cancel your plan at any time by contacting us. Cancellations take effect at the end of your current billing cycle, and you won't receive a pro-rata refund for unused days in your current month. Services cannot be paused or placed on hold. Billing continues until the service is fully cancelled. If you'd like to stop being billed, you'll need to cancel the service before the start of your next billing cycle.

Changing Your Plan

You can upgrade or downgrade your plan at any time. Plan changes take effect from your next billing cycle. To make a change please contact the National PC Connect Team on 1300 364 930.

OTHER INFORMATION

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your invoice.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at nationalpc.com.au/customer-terms.

Promotional Discounts

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing.

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

MORE INFORMATION

This is a **summary only**. Full terms are available at <https://nationalpc.com.au/customer-terms>

CONTACT DETAILS

We are dedicated to excellence in servicing our clients and have lots of ways for you to keep in touch:

- Online at nationalpc.com.au/contact
- Email us at connect@nationalpc.com.au
- Call us on 1300 364 930. (Please check our website for our current opening hours.)

COMPLAINT HANDLING

If, for some reason, you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please visit: nationalpc.com.au/connect/compliments-complaints. We aim to resolve most complaints within 10 business days.

If you are still not satisfied with the steps taken by National PC to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with National PC, and is an option of last resort. Contact the TIO by visiting tio.com.au or by calling 1800 062 058.

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