

**Logitel Pty Ltd**  
**Critical Information Summary**

**NBN- Unlimited Plans**

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Valid as of June, 2018.

**Information About The Service**

*The service:*

Logitel's NBN Fibre and Fixed Wireless Broadband Services deliver high-speed broadband Internet over the National Broadband Network's (NBN) Fibre Optic and Fixed Wireless Infrastructure to the Network Boundary Point at your premises.

*Mandatory components:*

Logitel NBN Fibre and Fixed Wireless Broadband are supplied as pure stand-alone Services and there are no mandatory components for Logitel NBN Fibre and Fixed Wireless NBN Service. You can opt for a Voip number and can also port your existing home phone to Logitel Voip services. Please contact us for further information

*Minimum term:*

1 month.

*Important conditions:*

Logitel Broadband services are not available in all areas or premises. The broadband service offered will be determined based on what is available at your location. There may also be technical or commercial reasons that affect our ability to connect a service at your address. To check your service availability please visit the Logitel website or contact our sales team on 1300 301 428.

This service provides you with a static IP address. Dynamic IP address is not available for this service. Please contact us for further information.

**Information About Pricing**

*Minimum monthly charge:*

<b>Speed</b>	<b>Price</b>
12/1 Mbps	\$58
25/5 Mbps	\$68
50/20 Mbps	\$78
100/40 Mbps	\$88

*NBN Activation Charge*

A once off NBN development fee of \$299 is charged in new development areas or for the area where no existing copper wire is available will be charged. Please contact us on 1300301428 to check if these apply to you.

### *Payment Processing Fees*

A \$3.20 fee will be charged for each payment if you choose to pay by Aus Post. A \$1.10 surcharge will be added each month if you choose to pay by Direct Debit from a bank account and/or credit card. All other payment methods do not have processing fees.

### *Paper Invoice Fee*

A \$2.80 paper invoice fee will be charged each month if you choose to receive a paper bill.

### *CSG Waiver Policy*

BY choosing this plan you are agreeing to waive your Customer Service Guarantee (CSG) rights. Detail for the waiver has been provided with the online application form that has been filled by you.

### *Plan Changes*

Change to a plan of equal or greater monthly cost: \$40.00.

### *Order Withdrawal Charges*

If the consumer change his/her mind and wants to cancel the order after the order is placed with the supplier, there will be a fee of \$99 for the withdrawal.

## **Other Information**

### *Usage information:*

You can monitor your usage at <http://myaccount.logitel.com.au/> or by calling us on 1300 304 128

### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 304 128 or by sending an email to [customer.support@logitel.com.au](mailto:customer.support@logitel.com.au) if you have any questions, would like to give feedback or complain.

### *Telecommunications Industry Ombudsman (TIO):*

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.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058 Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>