



# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

**Real ICT NBN Broadband** provides asymmetrical high speed internet access via the National Broadband Network. The service comes with a static IP address and unlimited data allowance each month. There are no peak and off-peak restrictions, and no excess usage charges. The service is subject to our Acceptable Usage Policy.

### INSTALLATION and HARDWARE REQUIREMENTS

If your service connection is non standard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a suitable router at your premises for this service to work. If required, we can provide you with our NBN Network Gateway for self-installation. A \$19 P&H fee applies for NBN Network Gateway delivery. Additional charges apply for on-site NBN Network Gateway installation and replacement. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Unit or Port on the NBN Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact our Customer Service Team for further information. If your premises are rented, you must obtain the consent of the property owner to have the NBN installation performed.

### IMPORTANT CONDITIONS REGARDING SPEED

Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds. In Fixed Wireless coverage areas, only the 25/5Mbps option is available.

### MINIMUM TERM and CONNECTION CHARGES

Minimum term is 36 Months. Standard installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$300 and this will appear on your first bill.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

	NBN BIZ 25	NBN BIZ 50	NBN BIZ 100
ACCESS FEE	\$69 per Month	\$89 per Month	\$109 per Month
INCLUDED DATA	Unlimited	Unlimited	Unlimited
DOWNLOAD SPEED	Up to 25MB	Up to 50MB	Up to 100MB
UPLOAD SPEED	Up to 10MB	Up to 20MB	Up to 40MB
INSTALLATION	\$0	\$0	\$0
TERM	36 Months	36 Months	36 Months

### MINIMUM TOTAL COST

Minimum total cost: NBNBIZ25 - \$2,484, NBNBIZ50 - \$3,204, NBNBIZ100 - \$3,924.

### SERVICE AVAILABILITY

The service is subject to NBN availability in your local area. To check availability please contact our Customer Service Team on 1300 00 50 60.

### EARLY TERMINATION CHARGE and CANCELLATIONS

Service cancellations within the minimum term are subject to Early Termination Fees (ETF). ETF is calculated as percentage of monthly access fee multiplied by months remaining. Cancel within 12 months: ETF=75%; 13-24 months: ETF=50%; after 25 months: ETF=25%.

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit [www.realict.com.au](http://www.realict.com.au)

### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, RealICT will commence the connection process. Connection timeframes may vary upon the type of connection required. Real ICT will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 00 50 60**.

### BILLING

Real ICT will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Real ICT's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on **1300 00 50 60**.

### PAYMENT METHOD

Real ICT accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

### CONTACT US

Real ICT is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 50 60**. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.realict.com.au/complimentsandcomplaints](http://www.realict.com.au/complimentsandcomplaints). If you are still not satisfied with the steps taken by Real ICT to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Real ICT and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.