



# NBN Internet Unlimited



## CRITICAL INFORMATION SUMMARY

### Other Information

### AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

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 Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self installation kit or \$259.78 if a technician attends site.

### SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term.

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### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 765 985** so we can serve you better. Or you can visit us at [www.yourcalltelecom.com.au](http://www.yourcalltelecom.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.yourcalltelecom.com.au](http://www.yourcalltelecom.com.au)

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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