

# Critical Information Summary

## NBN Essential - Home



### INFORMATION ABOUT THIS SERVICE

#### Description of the Service

This is for a fixed National Broadband Network (NBN) service at 12/1Mbps with 100GB of data allowance per month. It provides access to the internet and associated data use.

#### Availability

This service is available in selected areas and subject to NBN infrastructure and equipment being installed.

#### Equipment requirements

You need a compatible NBN modem to use this service. You can use your own or purchase one from Express. This is additional to the NBN Co provided equipment which is provided and installed by an authorized NBN Co technician.

#### Installation

You must have the property owner's permission to install this service. An NBN Co technician will be required to install equipment both outside and inside the property, and someone over the age of 18 will need to be present to gain access inside. There is no cost for the standard installation of NBN Co equipment.

If your installation is not standard then the NBN Co will inform you of any additional costs prior to starting the work.

#### Minimum Term

You can get this plan on a 1 month (Freedom), 12 month (Balanced) or 24 month (Stable) contract

#### Bundling requirements

This plan does not require you to bundle any other Express Services. Although you may benefit from the inclusion of an NBN phone service.

#### What's included

This plan includes 100GB of data allowance (1GB = 1,000MB). Any unused allowance will expire each month.

#### What's not included

A NBN compatible modem. If you exceed your data allowance your speed will be slowed to 256kbps for the rest of that month. No allowance is included for any telephone calls on this plan.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge

\$50.88 per month (24 months), when you pay by direct debit.  
\$52.53 per month (12 months) when you pay by direct debit.  
\$56.38 per month (1 month) when you pay by direct debit.

#### Total minimum cost

For a 12/1Mbps service, \$243.38 for a 1 month contract, \$663.36 on a 12 month contract or \$1,221.12 on a 24 month contract. All costs are based on you paying by direct debit.

#### Speed increase charges

##### Cost of 1MB of data

You can choose to upgrade your speed for the duration of your contract, with the following add-ons to 12/1 rate. The max cost of 1MB of data is shown for each speed.

SPEED	Additional Cost	Cost 1MB of data
12Mbps down /1Mbps up	(included) \$ NIL	\$ 0.0006
25Mbps down /5Mbps up	\$7.70 p/mth	\$ 0.0007
25Mbps down /10Mbps up	\$13.20 p/mth	\$ 0.0007
50Mbps down /20Mbps up	\$20.90 p/mth	\$ 0.0008
100Mbps down /40Mbps up	\$27.50 p/mth	\$ 0.0009

#### Connection fees

A once only charge applies depending on your contract term.

1 month (month to month)	\$ 187.00
12 month contract	\$ 33.00
24 month contract	\$ NIL

If required, a range of different NBN compatible modems can be supplied by Express for an additional cost.

#### Early termination charge (ETC)

An Early Termination Charge will be applied if you cancel this service prior to the completion of the contract term. The maximum charge will vary subject to the contract duration, and decrease over the contract period.

No contract – month to month = \$NIL
All contracts (Min monthly charge x months remaining) <i>For example, if you canceled a 24 month contract after 12 months</i> $\$1221.12 - (12 \times \$50.88) = \$610.56$ payable as an ETC

#### Plan changes

You may change your plan during your contract term to a higher plan at a charge of \$25 per change. You will move to the changed plan at the start of the next monthly period.

#### Payment processing fee

A \$2.20 processing fee will be charged each month for non-direct debit payments made by credit or charge card. If you pay by BPay, savings or direct debit, there are no processing fees.

#### Paper invoice fee

Your bill will be emailed. A \$2.20 paper invoice fee will be charged each month if you choose to receive a paper bill.



## OTHER INFORMATION

### Permanent service change

Please note that once you have connected an NBN service you will not be able to go back to using the previous copper cable services (PSTN).

### NBN Speeds

The NBN speeds listed all show the maximum network speeds. This NBN plan is capable of delivering 12Mbps downloads and 1Mbps upload speeds however the actual speed you receive may be lower than the maximum.

You can pay to further increase your speed with optional speed packs that can increase speeds to a maximum of 100Mbps download and 40Mbps upload (subject to NBN connection type and availability). Actual download and upload speeds can be influenced by many factors and are normally slower than the stated maximums.

### Usage Information

Some unbilled usage may also be accessible by visiting <https://myaccount.expresstelecommunications.com.au/login>

Your usage will be subject to our "Fair Use Policy" see:- <http://www.expresstelecommunications.com.au/pdfs/policy/FairUsePolicy.pdf>

If you need any assistance, contact our Customer Service team on 1300 397 737.

### Bills and Billing

You will be issued with a bill on the same date each month, unless we advise you that the date will be changed.

The Minimum monthly charge/s figures used in this Critical Information Summary are based on one month's charges.

You will be billed in advance for your Minimum monthly charge/s and in arrears for your usage.

### Your First Bill

Please note that your first bill will often be higher than normal because it will include pro-rata charges. It will include your minimum monthly charge (in advance), plus an additional minimum monthly charge (or portion of it) based on the number of days in the initial billing period. Plus any connection fees, hardware purchases and usage charges for the initial period.

### How to pay

You can pay for your service with BPay, Direct Deposit or Electronic Funds Transfer (EFT). You can also post a cheque or Pay by Phone with your Credit Card. Full details are included on your Bill.

### Customer Service Guarantee (CSG)

The Express Telecommunications monthly charge and set up fee is based on your agreeing to waive your CSG. For more information on your rights and waiving the CSG please visit <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>

### Fair Use Policy

The "Fair Use Policy" is designed to ensure that all our customers can access our services, without using those services in what we would consider to be an "unreasonable" or "excessive" manner, including, but not limited to "non-ordinary" or "commercial purpose use" of this plan. It also covers our actions related to monitoring compliance and our obligations to comply with directions from government, regulatory and other law enforcement bodies.

### Customer Service

If you need any help you can contact your local Express Telecommunications Representative, or call our main office on 1300 397 737. You can also check your account information online at any time by logging on at: <https://myaccount.expresstelecommunications.com.au/login>

### Customer complaints

If you have a complaint or a dispute you can contact our complaint resolution area by calling us on 1300 397 737, post a letter to 4/5 Henry St, Loganholme QLD 4129 or email [info@expressbusinessgroup.com.au](mailto:info@expressbusinessgroup.com.au). We encourage you to contact us first so that we can try to resolve your complaint straight away.

### Telecommunications Industry Ombudsman

If you're not satisfied with the outcome we provide, you can then contact the Telecommunications Industry Ombudsman on 1800 062 058 or you can go to their website <http://www.tio.com.au/making-a-complaint>

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