



NBN Basic Home Plan Tiers		100GB Data Allowance
Tier 25 (Included Standard with plan)	Minimum monthly charge	\$79
	Minimum charge for entire term	\$1047 inc \$99 activation fee
Tier 50	Minimum monthly charge	\$99
	Minimum charge for entire term	\$1287 inc \$99 activation fee
Tier 100	Minimum monthly charge	\$109
	Minimum charge for entire term	\$1407 inc \$99 activation fee

INFORMATION ABOUT THE SERVICE

The Service:

Our **NBN Broadband & Home Phone** service offers post-paid asymmetrical internet interface connection via the National Broadband Network where available and an included data allowance.

As standard, your internet speed will be reduced (shaped) to 256kbps once you have used up all your included allowance. If you would like to you can continue using the service at the same speed tier and pay excess data charges, you can for the excess data charge of **\$3 per GB**. To have this enabled please contact us on 1300 733 672.

There are no peak or off-peak restrictions on your use.

Mandatory components:

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work.

We can provide our Home Network Gateway for self-installation at no cost. Additional charges apply for Home 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 or port on the Home 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 us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

SERVICE AVAILABILITY

The NBN Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the NBN Service will depend on the connection between your premises and the NBN Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'). Your technology type will be explained when you sign-up.

MINIMUM TERM

The minimum term of the plan is **12 months**.

INSTALLATION & SETUP COSTS

In addition to the monthly charge, you may pay the following:

If you're a new National PC nbn customer, a **\$99** activation and setup fee will apply.

Standard Professional Installation

Where available a **\$240** charge may apply if you request a technician at your premises.

Non-standard installations

Separate charges apply for non-standard installations such as complex installations and additional connection points.

PLAN SPEED

This Plan is associated with the nbn25 tier product which is provisioned with a maximum connection speed of 25Mbps (download) and 5Mbps (upload). Speeds on this Plan are variable and you will experience slower speeds than the maximum connection speed available, particularly during peak times (7-11pm). For FTTB/FTTN technology, actual speeds will vary and can be confirmed once your NBN Service is activated.

The performance and speed of your service depends on a number of factors such as: Plan tier choice, location, the number of devices connected to your network, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the NBN technology used to deliver your NBN Service, how much capacity National PC has purchased from NBN, our network and internet traffic demand.

To find out more information on speed, please refer to our Speed Guide at <http://www.nationalpc.com.au/nbn-speed-guide>



HOME PHONE CALL RATES

Call type	Charge
Local Calls	20c per call
Standard national calls	20c per minute
Calls to Standard Australian mobile	20c per minute
Calls to 13 numbers	45c per call

Call charges to International numbers:

Standard international call rates apply to your plan and they vary depending on the country you're calling. To see our international call rates visit nationalpc.com.au

IMPORTANT CONDITIONS

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 Tier or your plan allowance once per month. You cannot downgrade your Tier or plan while within contract term. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Requests to upgrade the Tier or change of plan will result in a restart of the 12 month term. A Tier or Plan Allowance Change fee of \$15 will apply for each change. You may only upgrade your Tier once per month. Requests to downgrade the Tier will result in a cancellation of the existing service with an Early Termination Charge.

You must obtain the consent of the property owner to have the NBN installation performed. 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 (inc GST) and this will appear on your first bill. A subsequent install charge of \$299 will apply if 1) additional NBN connections are requested at the same address 2) a new copper pair needs to be connected to complete the NBN connection.

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 download and upload 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, Tier 100 options are not available.

Incorrect Call Out Fee:

If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network an incorrect call out fee of \$150 applies. Any additional technician charges incurred will be added to your account.

QUALIFICATIONS

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

- you fail to pay your bill within 30 days
- you are abusive to our staff or
- you breach our "fair use" policy (available at http://www.nationalpc.com.au/about-us/legal-stuff/)

INFORMATION ABOUT PRICING

Minimum monthly charge:

Please refer to table on previous page for pricing information.

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.

Pro Rata Billing:

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, this is called Pro Rata Billing.

Billing and payment charges

This plan requires paperless billing (Billing by Email) and payment by Direct Debit by Bank Account as standard.

Early Termination Charges:

If you cancel your service prior to the end of your contract term you will incur an Early Termination Fee of \$240.

OTHER INFORMATION

Usage information:

You can monitor your usage at http://www.nationalpc.com.au

Enquiries, feedback and complaints:

We're here to help.

National PC Pty Ltd
info@nationalpc.com.au
1300 733 672

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: 1800 062 058
Fax: 1800 630 614
Online: http://www.tio.com.au/making-a-complaint

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of 26 January 2018.