

# Critical Information Summary

## 1<sup>st</sup> Internet

### SERVICE DESCRIPTION

1<sup>st</sup> Internet's nbn<sup>®</sup> plans are delivered via the nbn<sup>®</sup> fixed (FTTP, FTTB, FTTN, FTTC, HFC & Fixed Wireless) network and includes unlimited data usage with an optional voice service. Plans are only available to residential customers for personal or domestic use, and typical evening download speeds are shown in the pricing table below.

### SERVICE AVAILABILITY

1<sup>st</sup> Internet's nbn<sup>®</sup> plans are available anywhere where nbn<sup>®</sup> fixed or wireless network has been activated. Plan availability may vary depending on the nbn<sup>®</sup> technology delivered to your premises. Fixed Wireless is limited to a maximum speed of 100/20Mbps. For more details, please visit [1stenergy.com.au/internet](http://1stenergy.com.au/internet)

### INFORMATION ABOUT PRICING

Plans have a minimum term of one (1) month. There are no early termination or early exit fees on these plans.

Plan	Typical Evening Speed	Monthly Charge	Total Minimum Charges
nbn <sup>®</sup> Home Basic 25/10	24Mbps	\$75	\$75
nbn <sup>®</sup> Home Standard 50/20	48Mbps	\$90	\$90
nbn <sup>®</sup> Fixed Wireless Plus	97Mbps	\$90	\$90
nbn <sup>®</sup> Home Fast 100/20	97Mbps	\$105	\$105
nbn <sup>®</sup> Home Superfast 250/25	200Mbps	\$145	\$145
nbn <sup>®</sup> Home Ultrafast 1000/50	250Mbps	\$165	\$165

<b>Optional Voice</b> Includes unlimited standard calls to Australia numbers including standard Local, calls, national calls & Australian mobile calls.  Excludes calls to 13 & 1300, international numbers, satellite and premium numbers (e.g. 19xx numbers). Calls to 13 & 1300 numbers are charged at \$0.40 per call.	\$15	\$15
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<b>Optional 1<sup>st</sup> Internet Modem</b>		\$179
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<ul style="list-style-type: none"> <li>• Typical evening speeds are based on customer averages between 7pm and 11pm each day and are not a guaranteed minimum.</li> <li>• For nbn<sup>®</sup> FTTN, FTTB and FTTC customers, you can request your maximum line sync speed once available. If you are on a higher speed nbn<sup>®</sup> plan, you have the option to downgrade to a lower speed plan without penalties.</li> <li>• The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).</li> <li>• If you are in a new development and not already connected to the nbn<sup>®</sup>, nbn<sup>®</sup> may charge \$300 to connect your premises. If this charge is applicable, we will notify you before conducting any work and seek pre-payment before any work is conducted.</li> <li>• If your address qualifies for an nbn<sup>®</sup> FTTN, FTTB or FTTC service and you do not have an active fixed voice service in place that we can connect to, we will notify you and there will be a \$300 charge to connect a new or activate an existing copper pair on site.</li> <li>• You can change to a higher speed plan at any time, but no more than once each monthly billing period. If you wish to change to a lower speed plan, we will move you to the new speed from the start of the next monthly billing period when you provide us at least 3 business day notice before the end of the current billing period.</li> <li>• You can withdraw your order before your service is connected. However, if a modem you ordered has been shipped and is not returned, you will be charged for the modem. Once the modem is returned to us it will be assessed for resale; if approved a refund of the modem cost may be requested.</li> </ul> <p><b>Fibre Connect Upgrade</b></p> <ul style="list-style-type: none"> <li>• Free Fibre Connect Upgrade is available to customers in an eligible nbn<sup>®</sup> location where nbn is offering a change of technology upgrade from Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) to Fibre to the Premise (FTTP) at no extra cost to connect.</li> <li>• Qualification: FTTN/FTTC - upgrade or connect to a plan with a minimum speed of 100 Mbps download and 20 Mbps upload for a duration of at least 12 months. If the service is cancelled or downgraded below the minimum required speed within the first 12 months from the date of activation, a cancellation fee of \$220 will be applicable. For Fibre connect terms and installation guides see the Fiber connect terms at <a href="https://1stenergy.com.au/terms-conditions">https://1stenergy.com.au/terms-conditions</a></li> </ul>		
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### OTHER IMPORTANT INFORMATION

Discounts for eligible 1<sup>st</sup> Energy customers that sign up for a new 1<sup>st</sup> Internet nbn<sup>®</sup> plan will receive a monthly discount off their nbn<sup>®</sup> plan. The discount is \$15 per month and will appear as a credit against the monthly access fee. The 1<sup>st</sup> Energy product must remain active and must not have an outstanding debt with 1<sup>st</sup> Energy for the discount to be applied. The discount is not available in conjunction with other 1<sup>st</sup> Energy discounted offers, and may be

withdrawn, although 1<sup>st</sup> Internet will not withdraw it from an existing customer during the minimum term of a contract.

### Equipment Required

You will need a suitable and nbn<sup>®</sup> approved modem to use this service. Your modem will need to be VoIP enabled if you wish to use your voice service. 1<sup>st</sup> Internet offers a VoIP enabled modem if you do not have one for \$179 including delivery.

If you have a security alarm, medical equipment or similar device that requires Internet or telephone access, you should check with the supplier to ensure your equipment is compatible with the nbn<sup>®</sup> network. These devices may not work in the event of a power outage – 1<sup>st</sup> Internet does not provide battery backup or Priority Assistance.

### Fees and Charges

There are no fees to relocate your service and your current contract continues. However, if you are relocating to an:

- nbn<sup>®</sup> serviceable address - there might be an associated new line or development connection or nbn<sup>®</sup> fees.
- Non- nbn<sup>®</sup> serviceable address - there might be an associated new line or development connection fees.

### Fair Use Policy

The service is subject to our [Fair Use Policy](#) which ensures that all our customers can access the services; and do not use the services in a manner that we consider 'unreasonable' or 'unacceptable'.

### Installation

If the property is not already connected to the nbn<sup>®</sup>, and you are not the property owner, you must obtain the written consent of the property owner (dated, signed and supplied to us upon request) to have the nbn<sup>®</sup> installation performed. 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, permanent 240V AC power outlet. If you are a Boost Broadband nbn<sup>®</sup> FTTC customer and do not connect the supplied nbn<sup>®</sup> FTTC Network Connection Device (NCD) and your modem within 30 days of your activation date, nbn<sup>®</sup> will cancel your order.

### OTHER INFORMATION

**Usage Information:** You can track your usage by contacting Customer Service on 1300 898 962.

### Billing

Billing Upon signing up with 1<sup>st</sup> Internet, your first bill may have additional charges. The bill will include your minimum monthly charge in advance and may also include other charges such as New Development Fees, Modem and Delivery Fees. Should you cancel during a billing period, a 30 day notice period is required and your service will continue to be billed up to the date of your cancellation request. We will not refund any payments already made. Once your broadband service is connected, billing will begin, and your first bill will be issued. You are required to pay your bill by direct debit from your credit/debit card (a surcharge of 0.7% for Visa/Mastercard and 2% for American Express applies) or via BPay from your bank account. Failure to pay your bill on time will incur a late payment fee of \$10.

### Customer Service Contact Details

**Phone:** 1300 898 962 | **Email:** [internet@1stenergy.com.au](mailto:internet@1stenergy.com.au)

### Broadband Education Information

For more information about broadband technologies and the factors that can influence the performance of your broadband service, please visit [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP).

### Customer service and complaints

We encourage all our customers to attempt to contact the 1<sup>st</sup> Internet support team first when an issue arises so we can resolve your complaint. You can contact our support team on 1300 898 962. Alternatively, you can email [internet@1stenergy.com.au](mailto:internet@1stenergy.com.au)

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on 1800 062 058 or you can visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) for more information.