

Critical Information Summary (nbn®)



Plan Name	Supported nbn® technologies	Typical Evening Speeds ¹ (7pm-11pm)	Monthly Included Data	Minimum Monthly Charge ²	Maximum Monthly Charge ³
nbn® Home Basic 25/10	FTTN/B/C, FTTP, HFC	Download 24 Mbps Upload 8 Mbps	Unlimited	\$78	\$78
nbn® Home Standard 50/20	FTTN/B/C, FTTP, HFC	Download 48 Mbps Upload 16 Mbps	Unlimited	\$93	\$93
nbn® Home Fast 100/20	FTTN/B/C	Download 97 Mbps Upload 16 Mbps	Unlimited	\$108	\$108
nbn® Home Superfast 500/50	FTTP, HFC	Maximum Speed Potential ⁴ Download 500 Mbps Upload 50 Mbps	Unlimited	\$108	\$108
nbn® Home Superfast Superfast 750/50	FTTP, HFC	Maximum Speed Potential ⁴ Download 750 Mbps Upload 50 Mbps	Unlimited	\$148	\$148
nbn® Home Ultrafast Ultrafast 1000/100	FTTP, HFC	Maximum Speed Potential ⁴ Download 1000 Mbps Upload 100 Mbps	Unlimited	\$169	\$169
nbn® Wireless Essentials 25/5	Wireless	Download 24 Mbps Upload 5 Mbps	Unlimited	\$78	\$78
nbn® Fixed Wireless Plus	Wireless	Download 66 Mbps Upload 5 Mbps	Unlimited	\$93	\$93

¹ Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network and the performance of third-party interconnection infrastructure that 1st Internet does not monitor or maintain. We will inform FTTP, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Superfast and Ultrafast are only available at FTTP and limited HFC locations. WIFI connected devices may have slower speeds than Ethernet connected devices.

² All pricing is shown inclusive of GST

³ **Maximum Speed Potential** As these are new services, we do not have sufficient data yet to calculate the typical evening / busy period speed for them. We will update this information once sufficient data is available. Maximum speeds are the maximum theoretical possible speeds available to the speed tier during off-peak periods and may be affected by factors including but not limited to: weather, your network hardware, and location.

This summary does not include any promotional offers, discounts or price alterations that may occur on occasion.

Information about the service

Service Description

Services are delivered using the National Broadband Network (nbn) infrastructure (Fibre to the Premises, HFC, Fibre to the Curb, Fibre to the Node, Fibre to the Basement or Fixed Wireless) to deliver broadband to your home and offer unlimited data usage.

Where is it available?

These services are available anywhere where nbn has been rolled out – for more details please visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

Where applicable, nbn will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment. You will also need an NBN-ready modem/router (see “equipment fees”).

FTTC customers only will also need an nbn Network Connection Device, and **HFC customers** will need an nbn Network Termination Device provided free of charge by nbn.

FTTC & FTTN Customers your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection. You may find that all phone sockets within your premises are disabled or a new line is required to be installed to your premises, this can be installed for a service fee of \$300.

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

Installation

If the property is not already connected to the nbn, 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 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 an nbn FTTC customer and do not connect the supplied nbn FTTC Network Connection Device (NCD) and your modem within 30 days of your activation date, nbn will cancel your order.

Priority Assistance

1st Internet does not provide battery backup or Priority Assistance. 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 network. These devices may not work in the event of a power outage.

Carrier Grade Network Address Translation (CG-NAT)

Where CG-NAT is available your IP address will default to using CG-NAT.

Acceptable Use

1st Internet nbn plans are intended and tailored for personal household use only. It is not recommended to use the service for corporate or business purposes. Your use of the service is governed by our Acceptable Use Policy available on our website.

Fibre Connect Upgrade

Your home may be eligible for an upgrade to fibre as part of the Fibre Connect Upgrade program. For more information, please visit our website.

Information about pricing

Bundling

Discounts for eligible 1st Energy customers that sign up for a new 1st Internet nbn® plan will receive a monthly discount off their nbn® plan. The discount is \$15 per month and will appear as a credit against the monthly access fee. The 1st Energy product must remain active and must not have an outstanding debt with 1st Energy for the discount to be applied. The discount is not available in conjunction with other 1st Energy discounted offers, and may be withdrawn, although 1st Internet will not withdraw it from an existing customer during the minimum term of a contract.

Minimum Term

Plans have a minimum term of one (1) month and are month-to-month with no fixed term.

Set-up fee

There is no set-up fee for this service.

Excess Usage

There is no excess usage for this service.

Early Termination Fee

Termination of your service can be requested at any time by you on 5 days' notice to us. There are no early termination fees payable on a no lock-in contract.

Equipment fees

You don't have to purchase an NBN-ready modem/router from 1st Internet, but we can provide one if you prefer. Please visit our website for available options, prices start from \$179.

Billing

Your first 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, your service will continue to be billed up to the date of your cancellation request. Once your broadband service is connected, billing will begin, and your first bill will be issued.

Payments

Accepted payment methods are BPAY, Visa, Mastercard, American Express (online or by phone), and direct debit by Visa, Mastercard, American Express, or bank account. A surcharge applies: 0.7% for Visa and Mastercard, 2% for American Express.

Cheques and bank deposits are not accepted.

Overdue Accounts

If your account is overdue and payment is not made by the due date, a late fee of \$10 will be applied. We may restrict or shape your service if your account remains overdue.

New Development Fee

The nbn may charge a \$300 new development fee or the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Plan Changes

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rate refunds on plan downgrades.

Cancelling your plan

You can cancel your service at any time by providing 1st Internet 5 days' notice.

Usage Information

We can provide usage information on your service – please contact our Customer Service team on 1300 898 692.

Pricing changes

All plans are reviewed annually and are subject change with a minimum of one (1) months' notice.

How to contact us

1st Internet

A.B.N 71 604 999 706

PO BOX 222

South Melbourne VIC 3205

Phone 1300 898 962

Email internet@1stenergy.com.au

Website www.1stenergy.com.au/

Complaints and Disputes

If you are not happy with your service, we encourage you to contact our support team so we can resolve your complaint. Our complaint handling process can be found on our website internet@1stenergy.com.au.

If you are still not happy with the outcome of your complaint after following our complaint handling process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

How to contact the TIO

Phone 1800 062 058

Website www.tio.com.au/making-a-complaint