

## Critical Information Summary - Residential Low Tier Plan

### NBN Residential Plans – Low/Medium Speed

| Included/Details                              | Starter<br>25/10 | Intermediate<br>50/20 | Essential<br>100/20 | Essential Plus<br>100/40 | Fast Fibre<br>500/50 | Super Fibre<br>750/50 |
|-----------------------------------------------|------------------|-----------------------|---------------------|--------------------------|----------------------|-----------------------|
| Unlimited Data<br>Minimum Monthly Charge      | \$79             | \$93                  | \$95                | \$109                    | \$95                 | \$119                 |
| Unlimited Data<br>Maximum Monthly Charge      | \$79             | \$93                  | \$95                | \$109                    | \$95                 | \$119                 |
| Typical Business Downloads<br>Speed (9am-5pm) | 25Mbps           | 25Mbps                | 100Mbps             | 100Mbps                  | N/A                  | N/A                   |
| Typical Business Uploads Speed<br>(9am-5pm)   | 8Mbps            | 17Mbps                | 17Mbps              | 35Mbps                   | N/A                  | N/A                   |
| Termination Charge                            | \$0              | \$0                   | \$0                 | \$0                      | \$0                  | \$0                   |
| Minimum Term (months)                         | 1                | 1                     | 1                   | 1                        | 1                    | 1                     |
|                                               |                  |                       |                     |                          | FTTP/HFC<br>Only     | FTTP/HFC<br>Only      |

### THE SERVICE

SDL Technology's broadband service uses nbn® infrastructure (eg Fibre to the Premises, HFC, Fibre to Kerb, or Fibre to Node) to deliver broadband to your premises. These services provide typical evening download speeds as per plans in the above table. The service is available anywhere where nbn® has been rolled out – details at <https://www.nbnco.com.au/learn/rollout-map>

### HOW TO ACCESS TO THE SERVICE

- Where applicable, nbn® will need to install equipment (outside and inside) your premises. Someone over 18 will need to be at home for this appointment.
- You will also need an NBN-ready modem/router (see pricing information below).
- FTTC customers only will also need an nbn® connection device / HFC customers will need an nbn® Network Termination Device (free of charge from nbn®)

### INCLUSIONS

- Month to month subscription with no fixed term
- Option to bundle features – home phone / download-only metering / static IP. Monthly plan costs may vary according to nature of bundle. Inquiries to our staff.
- Australian-based support team.

NOTE: Service may be restricted or cancelled if you fail to pay your bill, abuse our staff, or breach any terms and conditions applying to the service, or our fair use policy.

## FEES AND CHARGES

- No set-up fee.
- No excess usage charges. Speed will be slowed to 1/1Mbps when full data allocation is used on your selected plan.
- The nbn® may charge a \$300 new development fee for deploying new network infrastructure to a premise or dwelling. Customers will be advised upon sign-up if this fee is likely to apply. This fee may apply to connections at new premises requiring an nbn connection, including but not limited to re-constructions, new buildings or dwellings and properties requiring new mailing address. You will be provided advise on this fee when signing up for the service.
- Change plan at any time, no fee. If upgrading before end of billing cycle, the difference between plans will be payable. No prorated refunds on plan downgrades.
- All costs inclusive of GST.
- Not exit fees.

## OTHER INFORMATION

Usage information can be accessed via SDL Technology's Client Portal, which is made available as a service at sign-up.

Customer service is provided by Australian-based team at SDL Technology. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

## Acronyms:

FTTP - Fibre to the Premises / FTTN – Fibre to the Node / FTTC – Fibre to the Curb

HFC – Hybrid Fibre Coaxial

For FTTN and FTTC customers, your copper line will be taken over by the connection, meaning you need to transfer to an internet-based phone service (IP), or you will lose your current landline connection. Existing phone sockets will be disabled.

## Contact:

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