CRITICAL INFORMATION SUMMARY

FOR YOUR RESIDENTIAL NBN® SERVICE

Information about the service

Personal nbn® Plan	Available on connection type(s)[2]	Typical Evening Download (↓) and Upload (↑) Speeds*	nbn® Speed Tier *	Included Data	Minimum Monthly Charge	Minimum Monthly Term
Value	FTTN, FTTC, FTTP, HFC	25Mbps ↓ / 8.5Mbps ↑	25/10	Unlimited	$72.90	✓
Value Plus	FTTN, FTTC, FTTP, HFC	50Mbps ↓ / 17Mbps ↑	50/20	Unlimited	$89.90	✓
Speedy	Some FTTN, FTTC	100Mbps ↓ / 17Mbps ↑	100/20	Unlimited	$92.90	✓
Speedy Plus	FTTN/B/C	100Mbps ↓ / 34Mbps ↑	100/40	Unlimited	$98.90	✓
Speedy Max	FTTP, some HFC	500Mbps ↓ / 42.5Mbps ↑	500/50	Unlimited	$92.90	✓
UltraSpeedy	FTTP, some HFC	700Mbps ↓ / 85Mbps ↑	1000/100	Unlimited	$114.90	✓

*Typical Evening Download and Upload Speeds are measured between 7pm and 11pm. nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information.

[2] Use our address-checking tool to check which plans are available to you based on the connection type at your property.

Service description

A Tangerine nbn® Personal Unlimited Plan is an internet service provided over the National Broadband Network and is available in nbn® enabled areas. It is only available to residential users and is not suitable for business use.

Mandatory Components

You require an nbn® compatible modem/router for this service. We can supply one for a one-off up-front fee if required. See our website for current pricing. You can choose to BYO modem, but it must be compatible with your nbn® technology type. You must be capable of configuring a BYO device yourself. We will only be able to provide limited 'best effort' support for your BYO device.

Key Details

This service is provided on a no lock-in contract basis and has a 1-month minimum term. You can cancel your service by submitting a cancellation request any

time up until 5pm on the last day of the billing period for that service. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date.

All Tangerine nbn® Personal Plans include unlimited data but are subject to the Tangerine Fair Use Policy available on our website.

Standard Installation Requirements

Standard installation is included with your plan. A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery. If you take up an nbn® service, you will not be able to move back to a copper service.

Non-standard connection charges

If non-standard installation is necessary, additional charges may apply. If NBN Co deem your property to be a new development, the nbn® New Development charge of $275 inc. GST will apply.

Wi-Fi Router Purchase:

Customers may choose to purchase a Wi-Fi router over a 12-month period. If the nbn ® service is not activated within 3 months of ordering, or if your nbn ® service is cancelled prior to you paying for the Wi-Fi router in full, the remaining balance for the Wi-Fi router will be applied to your next invoice after cancellation.

Hardware refund policy

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If you cancel your plan at any time, we will not refund the cost of any hardware purchased from us, except in accordance with our Hardware Limited Refund Policy or where required by law. Modems are yours to keep, are unlocked, and can be used with an alternative provider or technology type. Please review our Hardware Warranty Information for further information about your rights if you experience a fault with a device that you purchase from us.

Usage management
Monitor and manage your usage through the Self Care portal or by calling us on 1800 211 112.

Spend management
A spend management tool is available to all Tangerine customers free of charge via the Self Care portal.

Service details and coverage
This Tangerine nbn® service is provided using the nbn® network. Tangerine is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Static IP address add-on
This Tangerine nbn® service includes a Carrier-grade NAT IP address. You can change to a static IP address for $5 per month on top of your monthly nbn® plan fees by contacting us on 1800 211 112.

Billing
We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on the date that your first service was activated. It is free to receive your monthly bill online via the Customer Portal or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service:

- on your invoice;
- in the Customer Portal; or
- by contacting Customer Service.

Important: Billing for your nbn® service will commence from the day that the nbn® activation is completed by NBN Co. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Additional account fees
The following account fees apply:
Bounced payment fee: $5.00
Paper Bill Fee: $3.50 (available on request only)
Late Payment Fee: $15.00
American Express Surcharge: 2%
PayPal surcharge: 1%
Late payment fee: If your account is not paid in full within 5 days of the monthly due date a late payment fee of $15 applies.

Broadband Speeds
The actual speeds you will receive may vary due to a number of factors such as the number of end-users on the service at the same time, the hardware, the software and software configuration, the connection method within the premise and the type/source of content being downloaded or uploaded.
nbn® services provided using FTTB, FTTC, or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected.

If you are not satisfied with the broadband speeds that you can achieve on your nbn® service, we recommend letting us know as soon as possible. We may be able to recommend troubleshooting to improve your speeds. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we will inform you, offer to move you to a lower speed tier, and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

We Are Here to Help
If you have any questions, call us on 1800 211 112. Or you can visit us at tangerinetelecom.com.au for additional information.

Complaints
If you have any concerns or complaints, access our complaint resolution process at tangerinetelecom.com.au/policies (click on 'Customer Complaints Handling Policy').
You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/
This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the *Policies page* of our website.

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