

Information About the Service

What's on offer?

You are being provided with a post-paid NBN Fibre service to access High Definition Broadband Internet at your residential/business premises. This will use the new National Broadband Network (NBN) to provide service.

What is the minimum term of this agreement?

The minimum term of the agreement is 24 months

Is any equipment in this agreement?

An NBN ready modem is provided free of charge by Crunch Tel. Any cabling that is required in your premises beyond the Network boundary point is your responsibility.

Information About Pricing

What is the minimum I will pay every month?

You will pay a minimum monthly access fee as detailed in the table below. This fee will be charged One of month in advance. If you connect mid-month a pro-rata monthly charge will also apply on your first invoice.

PLAN NAME	MONTHLY INCLUDED DATA	MONTHLY CHARGE	TOTAL MINIMUM COST
NBN 12/1	UNLIMITED	\$69.95	\$1778.75
NBN 25/5	UNLIMITED	\$79.95	\$2018.75
NBN 50/20	UNLIMITED	\$89.95	\$2258.75
NBN 100/40	UNLIMITED	\$109.95	\$2738.75

What are the early termination fees applicable if I cancel early?

If you choose to cancel your service within the contract term and out of the 10-business day cooling off period and early termination fee (ETF) of \$300.00 applies.

NBN Installation Costs

The below fees are applicable when signing up to an NBN plan and are included in the Total Minimum Cost

Service	Details	Charge
NBN Connection	Set-up and Activation Fee	\$99.95

FTTN (Fibre to the Node) Customers

If your connection address is using the FTTN Network and you are using an existing Telephone line, then no extra charges apply. If you a new telephone line is required then a once off, \$330 fee will Apply in addition to the standard Set Up Fee.

What is My Data Limit?

All Crunch Tel NBN Infinity Plans come with an Unlimited Data Limit.

Power Outages

NBN Service requires power to be supplied to the Network Termination Unit and modem. If a power outage is experienced, you will not be able to make telephone calls or access the Internet. This would include your access to make and receive telephone calls to Emergency services. You should make sure you have appropriate power back up or a backup mobile phone to make emergency calls.

Other Information

Can I change data allowances or connection speed?

You can change plans to a higher speed during your contract. You cannot decrease below the plan originally connected during your contract term. A change of plan can only be completed on the 1st of the month. A change of plan will incur a \$30 fee and your new Monthly fee will increase to reflect your new plan.

Billing

Your Invoice will be issued monthly with charges 1 Month in advance. If you join mid-month, your first Invoice will also include a pro-rata charge. An invoice will be issued in via email. If you require post then a \$3.95 per month postage fee will apply.

Non- Direct Debit Fee - A \$5.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on 1300 78 30 67

Late Payment fee - A \$19.95 fee will be charged in the event the account is not paid by the due date.

How can I view my call and data usage information?

Customers on the Crunch Tel NBN Infinity plans can view data usage information on Crunch Tel's website, www.crunchtel.com.au, by proceeding to the Pay My Bill Tab and logging on with client log on details. These details can be obtained by calling Crunch Tel Customer care.

Network Coverage

Crunch Tel utilises the network coverage of the National Broadband Network as developed by the Australian government. The NBN network is not available in all locations and is only available in areas that have been upgraded to the NBN area or new housing areas. All NBN plans are provided as Internet Grade "Best Efforts" services are shown in downstream | upstream format and speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic and equipment.

Who do I contact if I need assistance with my service or bill?

You should always contact Crunch Tel on 1300 783 067 or by emailing customercare@CrunchTel.com.au. If you have any disputes with your Crunch Tel account, you must resolve this directly by contacting Crunch Tel and pay all undisputed amounts as per the Crunch Tel dispute resolution policy at <http://www.CrunchTel.com.au/tm-dispute-resolution-policy.php>. If you are not satisfied with the outcome of the Crunch Tel investigation you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit www.tio.com.au.

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