

# NBN 25 Unlimited Critical Information Summary

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

The Qured NBN 25 Unlimited plan is an internet service provided over the National Broadband Network (NBN) and is available in NBN enabled areas. NBN and NBN Co, and Powered by the NBN are trademarks of NBN Co Limited and are used under licence.

### MINIMUM CONTRACT TERM

No lock in contract.

### Key Information

The Qured NBN 25 has Unlimited data.

Interface speeds 25/5\* Mbps. Your data allowance includes uploads and downloads. Typical evening speeds of between 15-25 Mbps.

\*Interface speeds refer to the speed to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

### STANDARD INSTALLATION REQUIREMENTS

As this is a BYO modem service NBN Co activates your service onto an existing copper pair in your premises. If you are located in a complex, the service may need to be jumpered to your premises. Where the NBN service has been activated on an existing telephone line all you need to do is plug in your modem and insert the authentication username and password provided by Qured. 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 back-up battery. If you take up an NBN service, you will not be able to move back to a copper service. Should you wish to have your modem router installed in a different location Qured has technicians available in your area and are charged out at our standard fee for service rates for your region, to data cable your premises internally call us 1300 841 127 for a free cabling quote.

## INFORMATION ABOUT PRICING

**MONTHLY ACCESS FEE** \$67.00 **MINIMUM TOTAL COST** \$804.00 over 12 months. This plan is BYO modem or add a pre-configured modem for \$149.00.

### EARLY TERMINATION CHARGES

If you disconnect prior to the end of your 0 month contract, you will need to pay out your contract (Number of months remaining on your contract x monthly price of plan).

### COST OF DATA

Not Applicable as not measured

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [http://qured.com.au/images/Qured\\_General\\_Terms\\_Conditions.pdf](http://qured.com.au/images/Qured_General_Terms_Conditions.pdf) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

### USAGE INFORMATION

For information about your current usage levels please contact Customer Service on 1300 841 127.

### BILLING

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

### CUSTOMER SUPPORT

Should you have any questions regarding your plan, simply call one of our friendly technical support or customer service team members on 1300 841 127.

### COMPLAINTS OR DISPUTES PROCESS

If you have a problem or complaint about your service please call us on 1300 841 127 we are here to make you service as trouble free as possible or you may visit our website [http://qured.com.au/images/Qured\\_Complaint\\_Policy.pdf](http://qured.com.au/images/Qured_Complaint_Policy.pdf) for more information on our complaints handling process and relevant contact information.

### FURTHER ASSISTANCE

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au).

