

NBN FIXED PLANS

Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Trikon's NBN service is delivered via the National Broadband Network (NBN) to the network boundary point of your premises. It includes the following components:

- NBN Broadband using the
 - Fibre to the Node network (FTTN)
 - Fibre to the building (FTTB)
 - Fibre to Premise (FTTP)
 - Hybrid Fibre Coaxial network (HFC)
 - NBN Fixed Wireless

-NBN Voice Service is included in the Bundle Plan. This plan is available only if NBN Bundle Plan is selected

AVAILABILITY

The NBN connection is available at selected coverage areas and subject to infrastructure availability at customer's premises.

BUNDLING ARRANGEMENTS

Once an NBN service is purchased:

- Change of plan option is restricted to Trikon's NBN or NBN Bundle plans only and you cannot move back to a ADSL2+/ADSL service.
- You cannot separately cancel either component (NBN Broadband or NBN voice). Cancellation will cease both services.

NBN SPEEDS

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Trikon. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. FTTN/ FTTB the length & quality of the copper line into the customer premise.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE

- \$75 NBN Basic 12Mbps-1Mbps – Unlimited.
- \$90 NBN Essential 25Mbps-5Mbps – Unlimited.
- \$100 NBN Premium 50Mbps-20Mbps – Unlimited.
- \$130 NBN Elite 100Mbps-40Mbps – Unlimited.

NBN Voice can also be included which is Digital Voice Service. This service is available at additional monthly charge of \$25 / month. The minimum term & minimum total cost will remain same based on the selected NBN Plan.

Call charges for the NBN voice plan

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Call charges for the NBN voice plan

Local Calls	20c per Call
National Calls	25c per Call
Calls to Mobile	39c per Call
13/1300 Calls	40c per call

All the charges are inc GST

MINIMUM TERM

The NBN plans are supplied on 36, 48 or 60 months contract term (early termination fees apply). See Minimum Total Cost applicable in the below section.

MINIMUM TOTAL COST

Minimum total cost would be equal to monthly plan / access fee multiplied by agreed contract term which could be 36, 48 or 60 months. For example, if a customer signs up Trikon NBN Essential plan for 60 months then total minimum cost would be \$5400 (\$90*60 months). For any promotional pricing (if any), please refer to your contract.

EARLY TERMINATION CHARGE

If you cancel the service within the contract terms, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement.

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Fiber to the Premises(FTTP)

With FTTP, distance from an exchange is not important like with copper technologies such as ADSL, Fiber to the Node(FTTN) and Fiber to the Basement(FTTB). Customer are not grouped in to nodes like cable networks. Speed can still be slowed in certain circumstances.

Fiber to the Building(FTTB)

A fiber connection to your building or basement reduces the impact of extreme heat or rain on your internet connection. This type of connection still use copper for the last few meters to your home or business, but usually provides more reliable speed than ADSL2+ broadband. Speed may vary due to outside factors such as temperature, weather and distance from node.

nbn Fixed Wireless

nbn Fixed wireless is built to service a predictable number of users, who are not changing location. With mobile broadband, the number and location of users connecting is unpredictable, which can something result in slower connections from time to time. Fixed wireless can be affected by extreme weather conditions like heavy rain which can reduce the broadband signal strenght received by your home.

Fiber to the Node(FTTN)

A fiber connection all the way up to a street corner reduces the effect extreme heat or rain has on your internet connection. This technology still uses copper of the last few meters to connect your home or business, but usually provides more reliable speed than ADSL2+ broadband. Speed may vary due to outside factors such as temperature, weather and distance from node.

nbn Cable(HFC)

Cable or HFC can make use of existing connections in your home in order to connect to nbn. A cable line will run from the nearest available node to your premises and connect to a PCD(Premises Cable Device) that will need to be installed. A connection box and splitter may also need to a installed inside your home, depending on the existing hardware available. If you have previously had a cable connection to your premises, you may be able to install the connection box yourself.

The Basic speed option has a download connection speed which will range between 5Mbps and 12Mbps, and an upload connection speed of 1Mbps. The Essential speed option has a download connection speed which will range between 5Mbps and 25Mbps, and an upload connection speed which will range between 1Mbps and 5Mbps. Please refer to the information on pricing section for more details

EQUIPMENT REQUIRED

If you do not already have the required NBN infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be present on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after registration.

You need an NBN compatible modem to connect your devices to Trikon NBN Broadband service. A Wi-Fi modem router is included in Trikon's Plan, additional modem shipping & handling charges of \$19.95 will be charged on the Trikon's invoice once the modem is shipped out.

PLAN	INCLUDED DATA	TYPICAL PEAK SPEED	
		(DOWNLOAD)	(UPLOAD)
Basic	Unlimited	Between 5 Mbps & 12 Mbps	0.8 Mbps upload
Essential	Unlimited	Between 8 Mbps & 25 Mbps	3.8 Mbps upload
Premium	Unlimited	Between 30 Mbps & 50 Mbps	15 Mbps upload
Elite	Unlimited	Between 40 Mbps & 100 Mbps	35 Mbps upload

Typical Peak Speed is the typical expected experience between 7pm and 11pm which is the busy time for internet traffic. It is not a guaranteed minimum speed. Maximum Off peak Speed is the maximum speed that the majority of customers can expect during other times.

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OTHER INFORMATION

FULL TERMS

All pricing is inclusive of GST. This information is a summary only. Please call us on 1300 880 687 for our standard form of agreement, fair use and acceptable use policies, which set out terms & conditions on which we provide our products & services.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 1300 880 687.

EMAIL BILLING

Trikon is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$3.95. To opt in to paper billing, please contact Customer Service by calling 1300 880 687.

PAYMENT METHOD

Payment by Direct Debit from a bank account does not include fees. Charges apply for other payment methods. For details see your invoice, our Schedule of Fees & Charges on our website or contact us.

OTHER INFORMATION

CONTACT US

We are dedicated to excellence in servicing our business customers.

If you have any questions regarding your service, call our Customer Service team on 1300 880 687, 9 AM – 5:30 PM AEST, Monday to Friday.

COMPLAINTS HANDLING

If you have a dispute with Trikon and wish to make a complaint, please contact Customer Relations, a specialist complaint resolutions team, by email: qc@trikon.com.au

FURTHER OPTIONS

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please call us on 1300 880 687 or email us on info@trikon.com.au.

If you are still not satisfied with the steps taken by Trikon to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with Trikon and are an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.