



## nbn® Internet Plans

### Critical Information Summary

Please note this summary is not reflective of any promotions or discounts available at the time of sign up.

### Fast, Local nbn® Plans

	Local nbn®50	Local nbn®100	Local nbn®250	Local nbn®500
Download Speed	50Mbps	100Mbps	250Mbps	500Mbps
Upload Speed	20Mbps	20Mbps	25Mbps	50Mbps
Monthly Cost	\$89	\$99	\$119	\$139
Monthly Data Allowance	Unlimited			
Minimum Term	1 month			

### Information About the Service

This plan is for access to an internet service delivered via the National Broadband Network using Fixed Wireless, FTTP, FTTB, FTTC, or FTTN technology to the network boundary point.

The type of service offered may need further qualification checks to determine what is available at your location. Some plans are only available to Customer with a Fibre to the Premises NBN connection.

#### Data Usage

You receive unlimited upload and download data allowance each month. There are no excess data charges applicable.

### Speeds

The actual speed of your internet service is dependent on several factors including:

- The type of nbn® connection technology used
- Customer premise equipment such as your modem/router and internal cabling
- Speed plan chosen
- Network congestion

For more information on NBN speeds and which speed is best for you, please visit: <https://solitarytech.com.au/what-nbn-speed-is-right-for-you>



### **Availability**

We will deliver your service to the Network Boundary point at your premises, which is defined as the physical port or the 'UNI' on the nbn® Network Termination Device (NTD). The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. The availability and type of nbn® technology is determined by NBN Co. Availability is dependent on a number of factors including whether the location has had nbn® fibre laid and new developments have completed certain requirements so that they are ready to connect to the nbn®. You must check with us whether we can deliver a service to your location.

### **Equipment Required**

If you do not have the necessary NBN equipment already installed at your premises, you will need an NBN technician visit. Somebody over 18 will need to be home for this appointment. If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

### **Connection Fees**

Solitary Technology does not charge a connection fee.

### **New Connection**

NBN charges \$300 if the service is being connected in a new development or it is a first-time connection.

### **Professional installation**

Should you require a technician to set up your modem, we can provide professional installation for \$90 for the first hour or part thereof, then \$25 per 15 mins thereafter.

### **We're Here to Help**

If you have any questions, just call us on **1300 914 278** so we can serve you better. Or you can visit us at **solitarytech.com.au** for additional information, including to access information about your usage of the service.

### **Complaints**

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at **solitarytech.com.au**

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at **www.tio.com.au**