

Information about the Service

The Service: The TelcoHut 12/1 Mbps NBN100 plan is an internet service provided over the National Broadband Network (NBN) and is available in NBN enabled areas.

Bundling: This plan must be bundled with a TelcoHut IP voice plan. A \$5 per month surcharge will apply if a bundled IP voice service is not present on the same account.

Mandatory Components: You will require an NBN compatible modem/router for this service. You can arrange your own NBN router alternatively, TelcoHut can provide NBN router for a cost of \$129.95.

Minimum Term: The service is available with a minimum term of 24 months.

Important Condition: This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

Key Details: The Business 12/1 Mbps NBN100 plan includes 100GB of data, interface speeds* of up to 12Mbps* download and 1Mbps* upload and Enhanced Service Level Agreements (SLAs). Your data allowance includes uploads and downloads. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 256kbps until the next billing cycle commences.

*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:

Standard Installation is included with your plan and is provided to the first telephone point in your premises. An NBN suitable modem will be required and can be purchased separately. 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 a Fibre to the Business service, you will not be able to move back to a copper service.

Information about Plan Pricing

Minimum Monthly Charge:

| BroadBand Plan Details | NBN 100 |
|---|------------------------|
| Monthly Access Fee | \$65.95 |
| Data Allowance | 100 GB (\$0.60 per GB) |
| Speed | 12/1 Mbps |
| Minimum Term | 24 Months |
| Minimum Cost Over 24 months | \$1,582.80 |
| NBN Router - D-Link DSL-2750b (Once Off Cost) | \$129.95 |
| NBN Standard Installation | FREE |
| *Bundle with NBN Voice | Yes |
| Delivery and Handlin Charge (One off) | \$14.95 |
| Early Termination Fee (ETP) per service | \$220.00 |

Maximum Monthly Charge: The maximum monthly charge is the same as the minimum monthly charge detailed in the table above.

Other Charges

| Type of Charge | Description (incl GST) |
|---------------------|---|
| Late Payment Charge | \$25 late payment fee charged for outstanding bills that remain unpaid by due date. |
| Paper Invoice | \$3 per paper invoice charged each month for every paper invoice sent via postal service. |
| eBill | FREE |
| Credit Card Charge | - 1.6% fee charged for payments made by all VISA or MasterCard - 4% fee charged for payments made by American Express - 1.5% fee charged for BPAY payment via credit cards - 1.5% fee charged for payment made via Australian Post Credit Card |
| Cheque | \$2.20 fee charged for payment made via cheque; \$15 fee for dishonoured cheque |
| Australia Post | \$2.20 for payment via Australia Post |
| Direct Debits | FREE (\$3 per transaction for rejected Direct Debit) |

Other Information

Usage Information: You can monitor your usage at <https://customerportal.utilibill.com.au/telcohut/> or by calling us on 1300 478 007

Service Details: This TelcoHut BroadBand service is provided using the NBN network. TelcoHut is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

For further information on the Telstra network please visit <http://www.telstra.com.au>

Enquiries, feedback, and complaints: We are committed to providing you with excellent service. Please contact us by calling 1330 478 007. You can access our complaint resolution process via the details on our website at www.telcohut.com.au/policies and clicking on ‘Customer Complaints Handling Policy’.

Billing: We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We’re here to Help If you have any questions, just call us on 1300 478 007 so we can serve you better. Or you can visit us at www.telcohut.com.au for additional information, including to access information about your usage of the service.

Telecommunications Industry Complaints: If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.telcohut.com.au/policies and clicking 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/>