

## CRITICAL INFORMATION SUMMARY

### Telsim Home Internet Upfront Plans

Plans Name	NBN® Home Basic	NBN® Home Standard	NBN® Home Standard Plus	NBN® Home Fast	NBN® Home Superfast	NBN® Home Ultrafast
Data Included	12/1 Mbps	25/10 Mbps	50/20 Mbps	500/50 Mbps	750/50 Mbps	1000/100 Mbps
Fixed Speed	12-mbit - 1-mbit	25-mbit-10-mbit	50-mbit-20-mbit	500-mbit-50-mbit	750-mbit-50-mbit	1000-mbit-100-mbit
*Typical Evening Download Speed	11 Mbps	24 Mbps	48 Mbps	500 Mbps	600 Mbps	815 Mbps
*Typical Evening Upload Speed	.85 Mbps	4Mbps	17 Mbps	40 Mbps	40 Mbps	80 Mbps
Monthly Charge Casual month to month	\$ 39.90	\$ 62.90	\$ 85.90	\$ 92.90	\$ 109.90	\$ 125.90
Data Limit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

\*Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Telsim Home Internet does not monitor or maintain. Typical Evening Download Speeds are subject to change. Typical Evening Upload Speeds are estimated by reference to the maximum upload speed. Speeds are not guaranteed and may vary.

#### Service Information

Service not available to all areas, premises or customers. Please note that your current plan does not encompass a phone line. Consequently, you won't be able to initiate or receive calls, nor can it support devices like lifts or medical/security alarms dependent on a phone line for operation. From time to time, we may make changes to your plan, or you may be transitioned to a new plan, potentially resulting in increased costs. If such changes or transitions are deemed to have a significant adverse effect on you. You will receive a minimum of 30 days' notice before any modifications are implemented or before you are automatically shifted to the nearest available plan. If you find the alterations or the new plan unsatisfactory, you have the option to cancel your current plan. However, in such cases, you will be required to settle the remaining cost of any hardware, accessories, or services in full.

#### Service availability

The type of service offered may need further qualification checks to determine what's available at your location.

#### Access technology

We reserve the right to update the technology used to deliver our service. You're required to offer reasonable assistance during these updates. Unless the change directly benefits you or has a neutral impact without necessitating your involvement, we'll notify you beforehand.

#### Equipment and Building Specifications

Selecting a modem/router for your Home Internet does not have to be a challenging task. By considering a few key factors, you can ensure optimal internet connectivity throughout your house premises. The size and material of your building play a crucial role. The building must have to keep the parameters under national laws. Larger or multi-story buildings may require a stronger Wi-Fi signal to cover the entire area, especially if there are multiple walls made of bricks, which will lower the signal strength from the modem/router. Additionally, the number of devices connected simultaneously with the modem/router is important to consider. If your household frequently has multiple users online at the same time, prioritizing a device capable of handling and managing traffic efficiently can ensure a seamless online experience for everyone

#### Broadband Speeds

Broadband speeds can vary due to a variety of factors including the technology available at your location, network capacity, configuration at your premises, connection method (Wi-Fi versus Ethernet cable), and the number of users online. It's important to understand that the maximum line speed available at your premises determines the fastest achievable broadband service. For customers using FTTN/B/C, we will confirm your actual speeds after connection. Additionally, it's worth noting that typical nbn Fixed Wireless speeds may be lower compared to other nbn access types.

Telsim's Home Internet broadband service uses nbn® infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download speeds listed for each plan in the table above. These services are available anywhere where nbn® has been rolled out - for more details please visit <https://www.nbnco.com.au/learn/rollout-map>.

#### Checking your services and account

To check your usage or manage your account and services, register and login to My Account at [telsim.com.au/myaccount](https://telsim.com.au/myaccount)

#### Payment Conditions

You make an initial payment when you order this plan. The monthly plan charge (see above table) is charged on the same day each month when your service is connected.

#### Minimum Terms of the Service

This service is month-to-month with no fixed term.

#### Restriction / Cancellation

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You breach our terms and conditions or our fair usage policy.

You can cancel your plan by calling us on 1300835746. When you cancel, your service will be disconnected immediately. We won't refund any money you've already paid and you'll need to pay out any remaining hardware or accessories in full when you cancel. There are no exit fees for this service.

#### Excess Usage

There are no excess usage charges.

#### Set-up Fee

There is no set-up fee for this service.

#### New Installation Fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address which will be informed upon signup if this fee may apply.

#### Relocation Fee

Relocation fees may apply depending on the circumstances.

#### Terms and Conditions

The plan can be changed at any time for no fee. If the plan is upgraded before the end of the monthly billing cycle, full new plan price has to be paid. If the plan is downgraded before the current plan, no prorata refunds will be processed. To know more details on the Fair Usage Policy, complaints handling, or a full list of policies at [www.telsim.com.au/legals](http://www.telsim.com.au/legals)

#### Help and Support

If you need any help with our plan and services, Our Level 1 Support Team can help you, write a mail to customer care at [support@telsim.com.au](mailto:support@telsim.com.au). If at any stage of the process, you require more clarification or support you can reach out to our escalation desk via email.

- You can write to our Customer Relations Manager at [customer.relations@telsim.com.au](mailto:customer.relations@telsim.com.au) and we will respond to you within two business days from receipt of your email.
- If your query is unclarified, you can escalate the matter to our nodal officer. You can contact the nodal officer at [nodal.officer@telsim.com.au](mailto:nodal.officer@telsim.com.au)
- In case the query is still unclarified, the same can be escalated to the legal authority at [legal@telsim.com.au](mailto:legal@telsim.com.au)  
Fair Use Policy: [www.telsim.com.au/fair-usage-policy](http://www.telsim.com.au/fair-usage-policy)  
Contact us: [www.telsim.com.au/contact-us/](http://www.telsim.com.au/contact-us/)

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