

# Velocity Internet Plan nbn™ 500/200Mbps



This Critical Information Summary sets out the important information you need to know about your plan. It covers things like the length of contract, how much you need to pay, what's included and what's not.

## About the service

This plan gives you access to Australia's National Broadband Network (nbn™) to deliver broadband service to your premises. This CIS sets out the pricing and special conditions that apply to your nbn™ plan.

### Connection & availability

Availability depends on a service qualification check to determine which nbn™ technology can deliver broadband to your premises. You need a modem compatible with that technology. You may use your own compatible modem or purchase one from us. If we didn't supply your modem, we can't guarantee service reliability or be responsible for configuration or maintenance of the device.

### Broadband speeds and technology

There are a number of factors that determine the Broadband speed including the nbn™ technology type used to connect the service to your premises, your modem, internal cabling and the way data is transmitted over your network. A summary of nbn™ technology types are displayed on page 2.

If your nbn™ service is connected via FTTN, FTTB or FTTC technology, then the maximum speed at your address may be lower than the speed tier indicated in your plan. We will confirm your actual speed once the service is active.

### What's included in your plan

This plan includes:

- A Broadband service on the nbn™
- An unlimited monthly data allowance
- An unlimited monthly data allowance
- 4-hour fault restoration

## About pricing

<b>Monthly Plan Charge</b>	\$140 billed in advance
<b>Activation charge</b>	\$0
<b>Minimum term</b>	1-month
<b>Minimum cost</b>	\$140 over 1-month

All rates include GST

### Early termination charge

You can cancel your plan at any time. If we supply a modem as part of your plan and you cancel within 24-months you will need to return the modem or pay a \$220 non-return fee.

### New development charge

The nbn™ new development charge \$300 may apply if your premises has not previously been connected to the nbn™ or you are located in a newly developed area or building.

### Changes to your plan

You can change your plan or technology type at any time. If you change your plan you cannot change back to the original technology type. We may make changes to your plan at any time, including the price, what's included and the technology type used to provide your service. We will give you 30 days' notice before making any changes and you must provide all reasonable assistance to implement the change.

### Contacting UNIVOX

If you have questions about our services or charges please call us on 1800 100 800 or send us a message online at [univox.com.au/contact](https://univox.com.au/contact).



## Other information

### Connection time frames

Once your application is accepted by us we will try to connect your service on the date you ask for however, this may not always be possible.

### Your first bill

Pricing in this CIS is for a monthly full billing cycle. Your first bill will include your Monthly Plan Charge in advance. If you started or changed your plan part way through a billing period your bill will also include a pro rata charge based on your Monthly Plan Charge divided by the number of days remaining in the current billing period.

### Fair use policy

You must comply with our Fair Use Policy available at [univox.com.au/fair-use-policy](http://univox.com.au/fair-use-policy). We may suspend or cancel your service if you breach our Fair Use Policy.

### Manage your account online

You can update your contact details, order services, cancel existing services, create support tickets, view and download bills, charges and transaction history by signing into your online account portal 24 hours a day, 7 days a week available at [univox.com.au/my-account](http://univox.com.au/my-account).

### Complaints or disputes

We will try to resolve complaints within 21 days. If you need to make a complaint please call us on 1800 100 800 or send us a message online at [univox.com.au/contact](http://univox.com.au/contact). If we can't resolve your complaint you can contact the Telecommunications Industry Ombudsman at [tio.com.au](http://tio.com.au)

### Terms and conditions

This is a summary only – the full legal terms for your service are contained in our Customer Terms available at [univox.com.au/customer-terms](http://univox.com.au/customer-terms).

## nbn™ technology types

The nbn™ technology used to connect you to the nbn is determined by the location of your premises. The images below show how the technology connects to your premises. For a more detailed explanation of the nbn™ technology types please visit [univox.com.au/internet-plans](http://univox.com.au/internet-plans)

### Fibre to the premises (FTTP)

