

## Critical Information Summary

### Biz Unlimited- NBN Bundled 25

## Information about the service

#### Description of the service:

This is a high-speed Internet which is delivered over the National Broadband Network (NBN) with broadband line interface speeds of 25Mbps (download) and 5Mbps (upload). However, the actual service speed you experience depends on a number of factors, including your equipment, the number of end-users using the service, and the applications that you are using.

NBN is an initiative of Australian government to provide fibre to the home or building. NBN is only available to the customers covered under NBN's footprint.

This plan also includes a fixed telephone service utilizing PSTN. This service can be used to make or receive phone calls.

#### Bundling Arrangements:

In order to receive this service you are required to bundle both phone and broadband service with Blisstel.

#### Hardware requirements:

You will need a NBN compatible modem which is included in this plan. A modem delivery charge of \$19.95 will be applied. Please ensure to notify us if you use equipment such as medical services, back to base alarm or disability service. Some equipment may not be compatible with our services. It is suggested that you discuss your present equipment with our customer service team and they will be able to tell you if it's not compatible. Telephone handsets are not included in the bundle and can be purchased separately.

#### Minimum Term:

24 months

#### Blisstel Service availability:

Blisstel NBN Services are not available in all areas or premises. There may also be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability please contact our customer service team at **1300 254 777**.

#### Value Added Services/Special Promotions:

This summary does not include any value added services or any special promotions that you may have selected.

#### Blisstel Fair Go™ Policy:

The Blisstel Fair Go™ policy applies to "excessive and unreasonable use" of this plan. Further details on Blisstel Fair Go™ policy can be found on [www.blisstel.com.au/support/#policies-and-forms](http://www.blisstel.com.au/support/#policies-and-forms).

#### Installation

Standard installation of NBN's NTD by NBN staff is included. Blisstel routers are preconfigured and provided with the installation guide.

#### Customer Service Guarantee (CSG)

The standard monthly charge and set up fee is based on the new customer agreeing to waive their CSG. For more information on CSG please visit <http://www.acma.gov.au/Citizen/Consumer-info/Rights-and-safeguards/Phone-connection-and-repair/waiver-of-rights-under-the-csg-standard-fact-sheet>.

#### Additional Information

Local and national calls and calls to mobile are included in this plan. 13/1300 numbers and international calls are not included. Calling 13/1300 numbers is \$0.45 per call. You can check international call rates here:

<http://blisstel.com.au/personal/international-rates/>

## Information about pricing

Contract Term	Min Monthly Charge	Max Monthly Charge	Set-up Fee	Modem*	Shipment and Handling*	Excess Data Charges	Total Minimum Cost*	Early Termination Fee
24 Months	\$94.95	Variable depending on phone usage	\$49	Included	\$19.95	N/A	\$2327.80	\$99

\*Total minimum cost does not include optional modem and its related shipment and handling

**New Development Charge for NBN:**

Once off \$299 nbn™ [New Development Charge](#) applies if your premises is identified by nbn™ as a new development.

**Excess Usage Charges:**

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN fibre plans. Instead, traffic beyond the included data quota will be slowed to 256 kbps/256 kbps.

**Paper invoice fee:**

A \$2.50 paper invoice fee will be charged each month for every paper invoice that you choose to receive via post. For free of cost online bill statements please contact Customer Service to set up email billing.

**Credit Card fee:**

A fee of 1% is charged on all Visa or Master Card payments. All other cards are not accepted.

**Late payment fee:**

A late payment fee of \$16.5 will be charged every time the bill is not paid in full by the due date.

**Plan change fee:**

No plan fee will be charged during your contract term if you decide to change your plan type.

## Other Information

**Tracking your usage:**

Your data & phone usage can be obtained by logging into your account online at <https://customerportal.blisstel.com.au/> or by calling our customer service number at **1300 254 777**.

**Customer service:**

Our customer service number is **1300 254 777**. If you require any assistance on your account, usage or you face any service difficulties please call on this number during business hours.

**Customer complaints:**

For any escalations or complaints, you can contact our complaint handling and resolution team on

**1300 254 777**. If you are not happy with the outcome, you may also contact the Telecommunications Ombudsman on 1800 062 058.

**Service Restrictions:**

Your services may be restricted if the full payment of your bill has not been received by the due date.

This information is summary only. Please visit [www.blisstel.com.au](http://www.blisstel.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services. This document is valid as of 29 May 15.