



## Critical information summary

### Novel NBN Data

#### Information about the Service

##### **Description of the Service**

This plan is a stand-alone fixed-broadband service that will be supplied using the National Broadband Network. The Novel NBN data plans also has the option of bundling a Fixed Telephone. (See optional phone plans to add a Fixed Telephone service to the plan)

Plan	Bronze	Silver	Gold	Platinum
Minimum monthly charge	\$60	\$75	\$85	\$102
Minimum term	12 Months			
Monthly data allowance	Unlimited			
Speed	12/1 Mbps *	25/5 Mbps *	50/20 Mbps *	100/40 Mbps *
	* (Refer to NBN speeds)			
Set-up fee	\$25 Additional fees may apply for a first time NBN connections to dwellings in new developments, for additional lines or for non-standard installations			
Modem charges	\$149			
Early termination fees (ETF)	\$199			
Minimum total cost	\$745	\$925	\$1,045	\$1,249
	(when you pay by direct debit) (Modem Charges not included)			

##### **Service availability**

Service not available to all areas, site addresses or customers. The broadband service offered will be determined by what is available at your location. We will contact you if all your services can't be connected. There may be technical or commercial reasons that affect our ability to connect a service at your address. To check your serviceability and find out what kind Novel broadband is available at your address visit [noveltelecom.com.au/products-solutions/nbn-data-plan](http://noveltelecom.com.au/products-solutions/nbn-data-plan)

##### **Hardware needs**

You need a compatible nbn modem to use this service. The modem must be a Novel Telecom approved device. You can purchase a pre-configured modem from us (sold separately - \$149).

##### **NBN™ network speeds**

For customers connecting on FTTN, FTTB and FTTC maximum line speeds will be confirmed after activation. Typical Evening Speeds/Typical Busy Period Speeds are based on customer averages and are not a guaranteed minimum.

##### **Installation**

Novel Telecom reserves the right to charge for non-standard installations. You must obtain permission from the owner of the property. To have Novel broadband installed, you must have someone over 18 years of age in attendance at the appointment. For NBN™ services, if you are in a new development and not already connected to NBN™, NBN co might charge you \$300 to connect your premises to the NBN™. If applicable, we will bill that charge to you.

## **Information about pricing**

See the table at the start of this summary for your plan pricing and minimum monthly charge. Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred

### ***Plan Changes***

You can change your plan to an eligible Fixed Broadband plan (if available) once per billing month

### ***Billing***

On the same day of each month, you will be billed in advance for the minimum charge, as well as for use during the month. The figures in this Critical Information Summary are for a full billing cycle

### ***Non-Direct Debit fee***

A \$5 fee will be charged each month if you choose not to pay your bill by direct debit. To set up direct debit, contact customer service on 1300 317 517

### ***Paper invoice fee***

A \$2.50 paper invoice fee will be charged each month if you choose to receive a paper bill. To request an email bill, contact customer service

### ***Payment processing fee***

If you pay by BPAY or direct debit from a bank account, there are no processing fees. A 2.6% processing fee applies to non-direct debit payments made by VISA or Master Card and a 4.4% fee for payments made by AMEX or Diners Club

## **Other Information**

### ***Fair use policy***

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service

### ***Power Outage***

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you speak to your monitoring service provider about mobile backup before you move across to the nbn network

### ***Tracking your usage***

You can monitor your usage by calling our customer service on 1300 317 517

### ***Enquiries, feedback and complaints***

We are committed to providing you with an exceptional service. You can call us on 1300 317 517 between 10am – 06:30pm AEST for assistance on your account balance, usage status, payment details, if you wish to make a complaint or any other information. Alternatively, you can also send an email to [info@noveltelecom.com.au](mailto:info@noveltelecom.com.au)

### ***Telecommunications Industry Ombudsman***

We encourage you to always contact us first if you experience any problem or are unhappy with the service. We will make every attempt to resolve your issue during our first contact. However, if you are not happy with the outcome you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) for an independent investigation