

CRITICAL INFORMATION SUMMARY

truettelco nbn™ Service



Service Description

truettelco nbn™ services is available as a standalone fixed or fixed wireless service that delivers high speed Internet access nationwide, via Australia's National Broadband infrastructure. Supply of the service is available where the nbn™ network is active.

Minimum Term

truettelco nbn™ plans are supplied on a 1, 12 and 24 month contract terms. See [Minimum Total Cost](#) applicable to each plan in the Information about Pricing section. Early termination fees apply.

Information and Pricing

Plan	True nbn™ 25	True nbn™ 50	True nbn™ 75 FW	True nbn™ 100
Line Speed	25 / 5 Mbps	50/ 20 Mbps	75 / 25 Mbps	100 / 40 Mbps
Typical Evening Download Speeds (7pm-11pm)	19 Mbps	43 Mbps	43 Mbps	80 Mbps
Monthly Charge	\$69.00 GST	\$79.00 GST	\$79.00 GST	\$99.00 GST
Monthly Data Quota	Unlimited			
truettelco nbn™ Activation	Any Service - \$179 for 1 month, \$69 for 12 months, \$0 activation for 24 months			
Service Availability	FTTB, FTTC, FTTN, FTTP and HFC	FTTB, FTTC, FTTN, FTTP and HFC	Fixed Wireless	FTTB, FTTC, FTTN, FTTP and HFC
Minimum Total Cost on 1 Month Contract	\$248	\$258	\$258	\$278
Minimum Total Cost on 12 Month Contract	\$897	\$1017	\$1017	\$1257
Minimum Total Cost on 24 Month Contract	\$1656	\$1896	\$1896	\$2376
Early Termination Fees (ETC)	Cancellation fee for 12-month service contract is \$199 Cancellation fee for 24-month service contract is \$299			
Change of Plan Fee	\$55.00			

Service and Equipment Required

If you do not already have the required NBN infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after registration. You need an NBN compatible modem to connect your devices to truettelco nbn™ Broadband services and a standard.

Bundling Arrangements

truettelco also offers voice and internet bundling packages.

truettelco nbn™ Speeds

Typical Evening Download Speed is measured between 7pm and 11pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by truettelco.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTB, FTTC and FTTN and FTTC customers, we will inform you of your maximum line sync speed once available. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan - a change of plan fee will be incurred.

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Other Information

Usage Information

You can monitor your usage by logging into your Account online at <https://portal.truetelco.com.au/portal/login>.

Priority Assistance

truetelco does not offer Priority Assistance. If you require Priority Assistance, Telstra is an alternative carriage service provider which does provide Priority Assistance.

Complaints Handling

Our complaints handling policy is available on our website. If you have a dispute with truetelco and wish to make a complaint, please contact our Customer Service team – specialist complaint resolutions officer via email complaints@truetelco.com.au.

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within truetelco, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

Customer Support

Customer Service

Email: sales@truetelco.com.au

Email: support@truetelco.com.au

Phone: 1300 87 83 33

This is a summary only – the full legal terms for your service are contained in your agreement with truetelco which is available at our website [TrueTelco Terms and Conditions](#).