

Critical Information Summary: Wifi Hub NBN RESIDENTIAL25 STANDARD

Information about the Service

Description of the Service	The service is a broadband Internet service which uses the NBN network and provides access to the Internet and related services, such as VoIP and email.	
Minimum term as selected on order	24 months	No Contract
Offer Inclusions	<ul style="list-style-type: none"> NBN Tier 1 (25/5) 1 Static IPV4 IP Address 	
Offer Exclusions	<ul style="list-style-type: none"> No Wifi Hub email address provided with this service 	
Important Offer conditions Important limitations	<p>Wifi Hub's NBN services are subject to availability and coverage. Register your interest via email to sales@wifihub.com.au</p> <p>NBN speed will vary due to several factors including the number of other people in your area using NBN, the network connections between Wifi Hub and your computer, your line condition, your hardware and software, the source or destination of the data you access. Wifi Hub cannot guarantee any specific speeds</p>	
Important restrictions	N/A	
Important qualifications	To use the service you will need a suitable NBN router. These may be optionally sourced from the Wifi Hub Sales Team by contacting us: sales@wifihub.com.au .	
Your Monthly Data Allowance	Any unused data allowance expires at the end of your billing period	

Information about Pricing (All prices include GST)

Setup Fees	\$0 (24 months)		\$199 (No Contract)	
New Developments Charge	If you're in a new development and not already connected to the nbn , NBN Co may charge \$300 to connect your premises to nbn services. If applicable, the charge will be passed to you through Wifi Hub.			
Minimum monthly charge			Total Minimum Price	
	Download Limit	Monthly Charge	24 month term	No Contract
	10GB	\$70	\$1680	\$269
	200GB	\$80	\$1920	\$279
	500GB	\$90	\$2160	\$289
	1000GB	\$110	\$2640	\$309
	UNLIMITED GB	\$130	\$3120	\$329
	<i>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</i>			
Relocation Charge	\$150.00			
	If there is no Wifi Hub NBN coverage at your new address, we will offer to connect you to an ADSL service. If you choose not to accept our offer, you will need to cancel it. If you are within your contract term at the time of cancellation, the early termination charge will apply.			
Data Charges	If you exceed your data quota, the service speed will be speed limited to 256kbps until the end of your billing month.			

Billing Information

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period. Your bill is charged on the same date each month based on the date of your account creation (for example 11th May, 11th June, 11th July etc...). The Activation Date for the service will be some time after the Billing date. Your first bill will include:

1. charges for part of the month from when the service was activated until the end of that billing period
2. any additional charges for non-recurrent items and calls used during that billing period
3. the minimum monthly charge in advance for the next billing period

Other Information

<p>Installation</p>	<p>We aim to connect your service within 3-10 business days (excludes Sat, Sun and public holidays) from the time of a qualified order. Activation times can be impacted by:</p> <ul style="list-style-type: none"> • Non-standard installation • natural disasters or extreme weather conditions that cause mass outages <p>A Standard Installation includes on-site installation by NBNCO. It does not include any cabling that doesn't directly relate to the installation of the NBN equipment; A General Power outlet (GPO) is NOT included.</p> <p>You must make your property (both inside and outside) available to the contractor for the works they are required to perform.</p> <p>Upon completion of the works you will be asked to sign acknowledging acceptance of the installation.</p> <p>If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your Wifi Hub bill.</p>
<p>Customer Service contact details</p>	<p>Residential & Business Customer Service can be contacted on 1300 943 448 or 02 6352 3087</p> <p>Between 8:30am to 8pm AEST Monday to Friday or contact us for our out of hours service</p> <p style="text-align: center;">https://www.wifihub.com.au/contact</p>
<p>How to access our dispute resolution process</p>	<p>Either use the Residential Customer Service Contact Details above or submit your concerns via email to: complaints@wifihub.com.au</p>
<p>TIO contact details</p>	<p>At Wifi Hub, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Wifi Hub and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit: http://www.tio.com.au/about-us/contact-us</p>

The above information is based on the standard service offering and is only a summary. On occasion, Wifi Hub may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.