

CRITICAL INFORMATION SUMMARY

NBN

Information About This Service

Our NBN Broadband service offers post-paid asymmetrical internet interface speeds up to 1000/50Mbps via the National Broadband Network where available with an unlimited data allowance per month (fair usage policy applies)

Mandatory Components

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Minimum Term

Our NBN plans are available on 1 month and 24-month terms. Please refer to your solution proposal for further information or contact us to discuss your plan options.

Important Conditions

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth once per month. You cannot downgrade your bandwidth or plan while within contract term. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required

installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$375.00 (inc GST) and this will appear on your first bill. Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds. **In Fixed Wireless coverage areas, 25Mbps/5Mbps and 70Mbps/10Mbps options are available

Information About Pricing

Please refer to the following table for pricing information

All pricing is inclusive of GST

PLAN	12/1	25/5	50/20	100/20	250/25	1000/50
MONTHLY CHARGE	\$69	\$84	\$99	\$114	\$145	\$175
MAXIMUM THEORETICAL DOWNLOAD SPEED	12Mbps	25Mbps	50Mbps	100Mbps	250Mbps	1000Mbps
WHATS INCLUDED	One unlimited NBN connection Static IP options available					
MINIMUM COST (1 MONTH)	\$69	\$84	\$99	\$114	\$145	\$175

Billing

The figures in the table above are for a full billing cycle, however your first bill may also include pro-rata charges for part of a month. Our billing cycle is from the 28th to the 27th of the following month. Bills are issued on approximately

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the 4th of the month, for a month in advance. In some cases your bill may also include additional charges such as purchased hardware or professional setup fees if requested. If in the event the direct debit payment is rejected/bounces, a \$15.00 dishonour fee applies.

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.

Speeds

Actual speeds will vary and are affected by network infrastructure, internet connectivity, wireless interference, limitations of connected devices, cabling, bandwidth of other services (e.g. p2p games, website, download sources), VPN's, Streaming services and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

NBN Service Termination Policy

Purpose

This policy outlines the terms and conditions under which an NBN service may be terminated, either by the customer or by the provider. All termination requests must be made in writing to ensure clarity and proper record keeping.

Notice of Termination

All requests to terminate an NBN service must be submitted in writing (by letter or email) to the Telco Spot. Written notice must include:

Customer's full name
Service address
Account number
Effective date of termination
Reason for termination (if applicable)

Notice Period

Customers must provide a minimum of 30 days' written notice prior to the requested termination date, unless otherwise agreed in writing. The termination date cannot be backdated.

Provider-Initiated Termination

The Telco Spot may terminate the NBN service by written notice to the customer if:

The customer breaches the terms of service, including failure to pay outstanding fees.

The service is no longer technically feasible or available at the premises.

The customer engages in unlawful or prohibited use of the service.

In such cases, The Telco Spot will provide at least 14 days' written notice of termination, unless immediate termination is required for legal or security reasons.

Final Charges

The customer remains responsible for all fees and charges up to the effective termination date.

Any early termination fees (if applicable under the contract) will be charged as per the customer's service agreement.

Equipment provided by The Telco Spot must be returned in good working condition within 14 days of termination, unless otherwise agreed. If equipment is not returned to The Telco Spot within 14 days, the cost of outstanding equipment will be included on the final account.

Confirmation of Termination

Upon receipt and processing of the written termination request, The Telco Spot will issue a written confirmation of service termination, including the final billing date and any applicable charges.

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Other Information

You can monitor your billing at <https://www.thetelcospot.net.au>

Enquiries, feedback and complaints: We're here to help. Please contact us by calling 08 9792 5142 or by sending an email to enquiries@thetelcospot.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO): We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: Phone: 1800 062 058 Fax: 1800 630 614 Online: <http://www.tio.com.au/making-a-complaint>

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