

## Powercom Pacific NBN Limitless Plans

### Information about the Service

The Powercom Pacific NBN service is a broadband internet service with limitless data over the National Broadband Network (NBN). This is only available in NBN enabled areas. Powercom Pacific NBN Limitless plans are on a residential grade service.

### **Bundling**

You can bundle one of our NBN Phone services with these plans. Please contact us if you would like to bundle your phone line with us. Information on available NBN phone plans can be accessed on our website at [www.powercompacific.com.au/powercom-nbn/](http://www.powercompacific.com.au/powercom-nbn/)

### **Setup Costs/Minimum Term**

These plans are offered with no lock in contract. See table below for minimum costs associated with these plans. A setup cost of \$99 applies and a free modem/router is supplied

### **Standard Installation Requirements**

Standard NBN installation is included with this plan. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage your services will not work unless you maintain a backup battery. If you take up a Fibre service, you will not be able to move back to a copper service. When NBN is delivered to your premises by FTTN or FTTB technology you must have an existing copper telephone line running to your premises. If this is not present a \$330 charge will apply to install this.

### Information about Pricing

#### **Monthly Charges**

Plan Name	Monthly Data Allowance	Upfront Charges	Monthly Charge	Total Minimum Cost (1 Month)
Tier 12 Limitless	Limitless	\$99 (includes free modem)	\$69.95	\$168.95
Tier 25 Limitless	Limitless	\$99 (includes free modem)	\$79.95	\$178.95
Tier 50 Limitless	Limitless	\$99 (includes free modem)	\$89.95	\$188.95

### **Additional connection charge for new developments**

If NBN Co identifies your premises to be within the site boundary of a new development the \$330 NBN Co New Development charge will apply to connect your premises to the NBN.

### **Broadband Speed**

The Powercom Pacific NBN plan speeds offered are theoretical maximum speeds. The speeds that you will achieve in practice will be affected by external factors including (but not limited to): the number of end users using the service at the same time; the hardware; the software and configuration; the connection method within the premises; the type/source of the content being downloaded.

### **Speed Tier Change Fee**

A one-off charge of \$19.95 applies to change up or down speed tiers.

## Hardware

A NBN ready Home Network Gateway is supplied;  
Technicolor TG797 for FTTP and Fixed Wireless  
Technicolor TG799 for FTTN and FTTB  
Both models include Dual Band Wi Fi, 4 LAN Ports, and 2 USB Ports

## What Speed Tier Should I Choose

We will provide as much data as you need, so just decide which speed tier best suits you

Speed Tier	Typical Usage Advice
Tier 12	Basic speed to cover the essentials – email, social networks, general web browsing. Fast enough for a small household.
Tier 25	Extra speed for households with multiple connected devices and users. This speed tier is fast enough for streaming media.
Tier 50	Best for online enthusiasts and larger households. Great for handling multiple devices all demanding bandwidth.

## Other Information

### Usage Information

Powercom Pacific customers can obtain account information and usage in an Account Toolbox via our website at <https://customerportal.telcoinbox.com/index.php?r=site/login&id=28>

### Customer Service Contact

You can contact our Powercom Pacific Customer Support representatives for billing, sales or support via email at [enquiries@powercompacific.com.au](mailto:enquiries@powercompacific.com.au); or telephone on **1300 731 503**.

### Dispute Resolution Process

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing wither via email to [enquiries@powercompacific.com.au](mailto:enquiries@powercompacific.com.au) or via hard copy to:

*Powercom Pacific*  
*Att: Operations Manager*  
*PO Box 1749*  
*Geelong VIC 3220*

### Telecommunications Industry Ombudsman

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

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