

Critical Information Summary

Powercom Pacific NBN Unlimited Plans

Information about the Service

This Powercom Pacific NBN service is a broadband internet service with unlimited data over the NBN network. This is only available in NBN enabled areas.

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](http://www.powercompacific.com.au/powercom-nbn/) here <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 back-up battery. If you take up a Fibre to the Home 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)
12/1 Unlimited	Unlimited	\$99 (includes free modem)	\$69.95	\$168.95
25/5 Unlimited	Unlimited	\$99 (includes free modem)	\$79.95	\$178.95
50/20 Unlimited	Unlimited	\$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 plans speeds offered are theoretical maximum speeds. The speeds that you will achieve in practice will be affected by external factors including: 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 the content being downloaded.

Speed Change Fee

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

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Other Information

Usage Information

Powercom Pacific customers can obtain account information and usage in the Customer Portal 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; 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 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

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