

NBN Broadband Offer –  
Fibre (FTTP, FTTN, FTTB) &  
Fixed Wireless Broadband

We are forced to provide this Critical Information Summary as most providers try to trick you into fees and charges. We have nothing to hide and this is the same as the page you have just come from.

## Information about the service

NewSprout's NBN Broadband service supplied over the National Broadband Network's Infrastructure to your premises.

We will perform a Service Qualification of your number/address. If successful we will provide the fastest speed available for your purchased plan.

Please note the name of the plan is not necessarily the speed you will get. It is the theoretical maximum speed that can be achieved.

Please Note: This naming convention was originally set by the NBNCo and would have made more sense if they called it Tier1, Tier2, Tier3 and Tier4 with no false expectations set.

The NBN™ and it's backhaul providers are in control of the Connectivity Virtual Circuit's (CVC's) and end user demands. If you do not get the full speed of the plan you purchase these are some of the reasons why:

- i). The aggregators/wholesalers (in other words the middlemen: the Optus' Wholesale's, the Telstra Wholesale's, the AAPT's, etc) all purchase and on-sell bandwidth (from the NBN™) and ports and tails (all from the NBN) to us the Internet Service Provider's (ISPs) or Retail Service Provider's (RSP's). If enough bandwidth is not purchased, the CVC bandwidth will be affected which will in turn slow down your service.
- ii). The NBN™ project and pricing is still very high comparative to the rest of the world, making bandwidth pricing expensive which is part of the reason the wholesalers don't purchase enough.
- iii). For NBN services that still have copper portions of the network. Old degraded copper can affect the overall speeds.
- iv). The ISP's or RSP's (like ourselves, NewSprout, and others), the actual Service Providers who sell these NBN services are dependent on the wholesale providers above. But we are here to help you as much as we can to get the best out of your NBN service.

## CRITICAL INFORMATION SUMMARY

Information about pricing for the below plans

**How much will I pay upfront?** The monthly fee

**Minimum Cost:** Monthly Fee + \$95 (or \$0 for select plans)

**How much will I pay each month?** The monthly fee in the below table

**Setup Fee:** \$0 for select plans, \$45 for the 25/5 tier plans and \$95 for the 12/1 tier plans

**Modem/Router:** Wi-Fi Modems/Routers are available for purchase (configured and ready)

### Minimum Monthly Charge:

NBN Plan Name	Setup Fee	Minimum Monthly Charge	Cost per GB
12/1 Unlimited	\$95.00	\$59.00	-
25/5 Unlimited	\$45.00	\$69.00	-
50/20 Unlimited	\$0.00	\$79.00	-
100/40 Unlimited	\$0.00	\$99.00	-

### For a cancelled service:

- No cancellation fee.
- The final monthly invoice is due in full. But no other monthly payments will be due, there is no contract locking you into future monthly payments.
- Please Note: No part-refunds or full-refunds will be provided by NewSprout for the final month for any cancelled service. Failure to give cancellation notice of the service at least 14 days before the next invoice's Due Date, or if the service is still active for part of the following month after cancellation has been requested, will result in an additional monthly invoice being generated. This invoice (together with any outstanding invoices) will become the final payment that is due in full.

### In summary:

- After cancellation, the final Month to Month bill is due in full together with any unpaid and/or outstanding fees

**Peak/Off Peak Allowance:** We have a combined allowance. There is no separate Peak or Off Peak data.

**Speeds:** The speeds offered on NewSprout's website are the speed tiers offered by the NBN™, however these are the theoretical maximum speeds with no guarantees offered. The NBN™ and the access provider/s (wholesale providers) currently AAPT and Vocus offer no guarantees.

**Excess Usage:** No Excess Usage

## CRITICAL INFORMATION SUMMARY

### Charges and Usage

1. Month to Month term
2. Dynamic IP address
3. No credit card surcharge. No PayPal surcharge. EFT (or Bank Transfers) incur an admin charge of \$2 per transaction
4. Your service will be suspended until payment is received if you do not pay your bill by the Due Date.
5. A late payment fee of \$10 may apply if you don't pay your bill by the Due Date.
6. No excess usage charges
7. Plan upgrade and downgrades are available to purchase
8. No Early Termination Fee for 1<sup>st</sup> connection - We cover the first Early Termination Fee (ETF) for you for any broadband service cancelled within a 6 month period after activation. No fees charged to you.  
However, if you choose to sign up again (and we hope you do) then if the new broadband service is cancelled again (i.e. a 2<sup>nd</sup> time) within 6 months from the new activation date, an ETF fee of \$100.00 will apply for each cancellation after the first one. This ETF will only apply within a 6 month period and if we have notified you and you agree to it before signing up.
9. Check your current Broadband usage by logging into your secure client area under "My Services" > "View Details": <https://myaccount.newsprout.com.au/clientarea.php>

### Customer Service Details

1. For further assistance, please contact our customer service centre by emailing [support@newsprout.com.au](mailto:support@newsprout.com.au) or by calling 02 6687 6533
2. If you wish to make a complaint, please quote your Support Ticket ID when contacting our complaints resolution team. You can either email [support@newsprout.com.au](mailto:support@newsprout.com.au), call 02 6687 6533 or lodge your complaint on our website at [www.newsprout.com.au/contact-us](http://www.newsprout.com.au/contact-us).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by NewSprout, you may wish to contact the TIO, an independent dispute resolution body, by:

- a. calling 1800 062 058; or
- b. emailing to [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. faxing to 1800 630 614; or
- d. by post to PO Box 276, Collins Street West, VIC 8007.