

Critical Information Summary

EnergyAustralia Unlimited nbn™ Plans

DESCRIPTION ABOUT THIS SERVICE

EnergyAustralia's Unlimited nbn plans deliver broadband internet connectivity via the nbn network to the Network Boundary Point of your premises. The Unlimited nbn plan is invoiced on a monthly billing cycle.

Plan Name	EnergyAustralia Standard nbn™	EnergyAustralia Standard Plus nbn™	EnergyAustralia Premium nbn™
Minimum Monthly Charge * Casual month to month	\$60	\$70	\$90
Minimum Term	1 month		
Data Allowance	Unlimited	Unlimited	Unlimited
Voice (VoIP) – not available with TP-Link W9960 modem	\$10/mth	\$10/mth	\$10/mth
Modem: TP-Link TD W9960	Included as part of the Minimum Monthly Charge for new EnergyAustralia nbn customers as part of a 24 month Modem Bundle plan. Outright purchase price: \$83.40 (including delivery) Manufacturer's warranty: 36 months Modem upgrade options available for an upfront fee.		
BYO Modem	If you already have a nbn compatible modem you are free to sign up to an EnergyAustralia nbn plan.		
Early Termination Fee	No early termination fee. Unless you are a Modem Bundle plan customer. If you terminate before the end of the 24 month modem bundle period, you'll need to pay out the modem cost on your next bill \$3.48 for each month remaining in the 24 month period.		
Typical evening speed (7pm-11pm)	20.91 Mbps	43.6 Mbps	80 Mbps
Modem upgrade	Netcomm NF10WV	Wireless modem router with built in VoIP capability. Available for \$19 upfront cost. The remainder of the modem cost will be bundled over 24 months. Outright purchase price: \$103.40 (including delivery) Manufacturer's warranty: 36 months	
Modem upgrade	TP-Link VR1600V	Wireless router with built in VoIP capability. Superfast Wifi with 300Mbps (2.4GHz) and 1300Mbps (5GHz) speeds. Available for \$69 upfront cost. The remainder of the modem cost will be bundled over 24 months. Outright purchase price: \$152.40 (including delivery) Manufacturer's warranty: 36 months	

* These charges include a \$10/month energy bundle discount that applies during the period that you hold an active EnergyAustralia energy service. If you cancel your EnergyAustralia energy service, the monthly charge will increase by \$10.

Service availability

The installation address for the service must be in an area serviced by the nbn Fibre Network. Availability of the service can be confirmed by calling an EnergyAustralia Customer Service Representative on 1800 448 305.

Installation

New Development Fees: if you are in a new development that is not already connected to the nbn network, nbn co may charge \$300 to connect your premises to the nbn network. If applicable, we will bill that charge to you. Standard installation is included. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to our Pricing Schedule [here](#).

About Plan Speeds

Regardless of the nbn technology type connected at your address, the actual speed of your service will be slower than the maximum line speed. During peak evening periods of 7pm-11pm you can expect to have download speeds of 20.91 Mbps on the 25/5 service, 43.6Mbps on the 50/20 service and 80 Mbps on the 100/20 service. Service speeds will vary due to a range of factors including congestion on the nbn network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location. Further information on the speed of your service is available [here](#).

Equipment Required

You must have an nbn™ compatible modem for this service. EnergyAustralia offers a choice of nbn™ compatible modems, as set out in the table above. Each modem is Wi-Fi enabled and will allow connection to Wi-Fi compatible devices in your home. The manufacturer's 36-month warranty period begins from the date of purchase.

Important conditions

Payments can only be made via direct debit from your credit card.

Other Information

Full Terms

This information is a summary only. Visit [here](#) for our Standard Form of Agreement which sets out the full terms and conditions on which we provide our products and services.

Usage Information

Customers can obtain information on their usage by visiting [here](#) or by contacting customer support on 1800 448 305.

Customer Support Contact Details

We are dedicated to excellence in servicing our customers. You can contact EnergyAustralia Customer Support for Support or Billing assistance via 1800 448 305.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy [here](#).

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://www.tio.com.au/making-a-complaint>

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>