# CRITICAL INFORMATION SUMMARY

# AIRTEL AU COMMUNITY FIBRE INTERNET PLANS

## INFORMATION ABOUT PRICING

This summary reflects base plan pricing and does not include any discounts or promotions that may apply. Prices are subject to change.

| PLANS | FAMILY 25 | FAMILY 50 | FAMILY 100 (S) | FAMILY 100 | FAMILY 500 | FAMILY 1000 |
|---|---|---|---|---|---|---|
| Minimum/Maximum Monthly Charge[1] | $54.00 | $64.00 | $74.00 | $84.00 | $94.00 | $104.00 |
| Monthly Data Allowance | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Download Speed | 25 Mbps | 50 Mbps | 100 Mbps | 100 Mbps | 500 Mbps | 1000 Mbps |
| Upload Speed | 25 Mbps | 50 Mbps | 100 Mbps | 100 Mbps | 100 Mbps | 100 Mbps |

| BOOST PLANS[2] | FAMILY 2000 | TBA |
|---|---|---|
| Minimum/Maximum Monthly Charge[1] | $144.00 | $0 |
| Monthly Data Allowance | Unlimited | Unlimited |
| Download Speed | 2000 Mbps | 0 Mbps |
| Upload Speed | 200 Mbps | 0 Mbps |

1. Minimum/Maximum charge is for your monthly internet charge. It does not include any additional fees for non-payment of your monthly invoice outlined in the Billing section below.

2. Airtel AU Community Fibre Networks Plus (+) Plans include the option to use a static IPv4 address on the service at no additional cost

| ONCE OFF FEES | NO LOCK-IN CONTRACT AND LOCK-IN CONTRACT OPTION |
|---|---|
| Set-up Fee | $0.00 |
| Community Fibre New Development Charge | Additional once off $330.00 charge, payable on signup. Applies if your premises is identified by Community Fibre Networks as being within the site boundary of a new development. |
| Router | Router options available vary by service technology and plan, refer to Hardware CIS for pricing and details. |
| Early Termination Charge | No Lock-in Contract: Not Applicable<br>Lock -in Contract: Applicable |

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THIS DOCUMENTATION IS A SUMMARY ONLY. FULL TERMS & CONDITIONS OF THIS SERVICE CAN BE FOUND ON THE AIRTEL AU WEBSITE.

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# INCLUSIONS AND EXCLUSIONS

## SERVICE DESCRIPTION

Airtel Community Fibre Networks Internet service is delivered via Community Fibre Networks to the network boundary point of your premises.

The Community Fibre Networks Internet service includes the following components: •Community Fibre-Broadband

## AVAILABILITY

All Community Fibre Networks Internet plans are available at selected coverage areas and are subject to infrastructure availability at your premises. To check for availability, please use the address checker at airtel.au.

## MINIMUM TERM

You can choose from the following contract term options:
No lock-in contract: The service is supplied without a fixed minimum term and will automatically continue on a month-to-month basis unless cancelled in accordance with the applicable terms and conditions.
12-month contract: The service is supplied for a minimum contract term of 12 months.
24-month contract: The service is supplied for a minimum contract term of 24 months.

The Minimum Total Cost applicable to each contract option is set out in the Information About Pricing section of this CIS. Pro rata credits are applied upon request following the first month. No pro rata credits will be provided for the first month. Any post paid costs will also be applied.

## SERVICE SPEED & GUARANTEE

Actual throughput speeds may be slower than the listed plan speed and could vary due to many factors including the type or source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Airtel AU. Devices connected by Wi-Fi or by Powerline Adaptors may experience slower speeds than those connected by Ethernet cable.

## EQUIPMENT REQUIRED

If you do not already have the required Community Fibre equipment installed inside your home, you will be required to be home on the day of installation for a technician visit. Community Fibre retains ownership of any equipment they install. Equipment installed by Community Fibre will be maintained and serviced by Community Fibre

If you install the router for your internet in a place other than next to the NTD, you will need to organise internal wiring between the NTD and the router. Airtel AU is not able to assist with this nor take responsibility for the internal wiring should it fail.

You need an approved Community Fibre compatible router to connect your devices to the Airtel AU Community Fibre Broadband service.

# OTHER INFORMATION

## USAGE INFORMATION

You can monitor your internet usage by logging into your Members Portal account online at https://portal.airtel.net.au/portal/dashboard

## CUSTOMER SERVICE CONTACT DETAILS

If you have any queries about your service or account, please contact Airtel Australian-based customer service team via airtel.au-contact-us airtel.au-contact-us

## 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 escalation process outlined at

## 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 mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at tio.com.au/complaints.

## 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 commsalliance.com.au/BEP.

## BILLING

Your monthly invoice is issued on the 1st of each month and covers that month's service period. If your service starts during the month without an upfront payment, your first invoice will include a pro-rata charge from your activation date to month-end. If you paid upfront, it will be credited toward your first 30 days of service. Your invoice is due 10 days after issue and can be paid via the payment methods on the invoice. Direct debit can be set up through the Members Portal at airtel.net.au/portal/dashboard.

Change of Plan Fee: There is no fee to change your plan speed. It will take up to 5 business days to change the speed of your plan once the request is processed. Plan speed changes are ongoing and apply to your service for all future months unless another change of plan is submitted.

Moving Address: Service options at the new address are subject to availability. All relevant setup and connection fees apply. Request a move of address for your service by completing the form at members.airtel.au/moving-home.

Late Payment Fee: A $15 fee will be applied when an invoice is not paid by the due date. If you find you are having issues meeting the due date on your invoice, please contact our Accounts & Billing department at least 2 days before the due date of your invoice to set up an alternative payment plan.

Direct Debit Dishonor Fee: A $5 fee will be applied if a direct debit payment is rejected by your financial institution.

Community Fibre Network charges: See Once Off Fees table for Community Fibre Networks charges that may apply.

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