# CRITICAL INFORMATION SUMMARY

## AIRTEL AU PENSIONER INTERNET PLANS

### SENIORS NBN® BROADBAND & VOIP SERVICES

Uses nbn® infrastructure to deliver broadband to your premises. Uses your broadband to provide a phone service to your home, instead of a standard phone line.

| PLAN FEATURES | PENSIONER PLAN |
|---|---|
| Unlimited home internet (NBN) | ✓ |
| Unlimited local & national calls | ✓ |
| Unlimited mobile calls | ✓ |
| Free router setup & configuration | ✓ |
| Large-button handset available as add-on | ✓ |
| Priority senior support line | ✓ |
| No tech knowledge required | ✓ |

**Availability:** Available to eligible Pension Card holders and Health Care Card holders with no expiry date, subject to eligibility verification and NBN service availability at the customer's address.

| PLANS[2] | |
|---|---|
| Regular Monthly Charge | $99.95 |
| Discounted Monthly Charge | $82.45 |
| Minimum Term | 24 months |

| OPTIONAL MOBILE SIM PLANS FOR SENIORS | NANO 10GB SENIORS PLAN | MICRO 15GB SENIORS PLAN | TBA |
|---|---|---|---|
| Minimum/Maximum Monthly Charge1 | $30.00 | $25.00 | $0 |
| Monthly Data Allowance | Unlimited national talk & text | Unlimited national talk & text | - |
| Data Bank | up to 200GB | up to 200GB | - |
| No Lock In | 30-day plan | 30-day plan | - |

| ONCE OFF FEES | LOCK-IN CONTRACT |
|---|---|
| Setup Fee | $0.00 |
| NBN Networks New Development Charge | Additional once off $330.00 charge, payable on signup. Applies if your premises is identified by NBN 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 | 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 AU NBN Networks (BOOST) Internet service is delivered via NBN Networks to the network boundary point of your premises.

The NBN Networks (BOOST) Internet service includes the following components: •NBN-Networks Broadband

## AVAILABILITY

All NBN 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:

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

Airtel AU uses the NBN to provide home internet and a home phone service over your broadband connection. The plan includes unlimited data and unlimited eligible local, national and Australian mobile calls. A compatible modem and power supply are required for the service to operate.

Inclusions and Exclusions: Includes unlimited home internet (NBN), unlimited eligible local and national calls, unlimited eligible calls to Australian mobiles, and free router setup and configuration. A large-button handset is available as an optional add-on. Priority senior support is available, with assistance designed to make using the service simple and convenient. Optional handsets and mobile SIM plans are available at an additional cost. International calls, premium-rate calls and other excluded services may incur additional charges. Terms and conditions apply.

## EQUIPMENT REQUIRED

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

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 NBN Networks compatible router to connect your devices to the Airtel AU NBN Networks 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 airtel Compliant handling process.

## 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.

Networks charges: See Once Off Fees table for NBN Networks Pensioner Plan charges that may apply.

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