

# Emerald 250/25

## CRITICAL INFORMATION SUMMARY

For nbn™ Services



myowntel.net.au

133 002

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Emerald 250/25** plan. It covers things like the length of your contract and how much you need to pay each month.

#### Minimum Term

There is either a **1, 12 or 24 month** minimum contract term.

#### What's Included and Excluded?

Your nbn™ Internet service includes:

- **1 x Dynamic IP Address (+\$10/mo for Static IP)**
- **Configured on nbn™ Speed Tier 250/25**
- **Unlimited monthly data allowance**
- **230Mbps typical evening speed**

#### Plan Limitations

This plan is limited to customers whose premises are connectable to the nbn™ network via the FTTP technology type only.

### INFORMATION ABOUT PRICING

**The minimum monthly charge is \$129.**

The total minimum amount that you'll pay over the period of your agreement is **\$228 (1 month), \$1,597 (12 months) or \$3,096 (24 months)**. All prices include GST and do not factor any promotional discounts.

#### Early Termination

Should your service be cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be the minimum monthly charge, multiplied by the months remaining in your contract.

### OTHER INFORMATION

#### Connection & Relocation Charges

The following setup fees will apply for all nbn™ connections:

- **1 month terms: \$99 Setup Fee**
- **12 month term: \$49 Setup Fee**
- **24 month term: \$0 Setup Fee**
- **Relocations: \$99 Fee & recontract of your existing term**
- **Pre-Delivery Withdrawal Fee: \$150**

Note: this applies in the event an order is withdrawn after the order is submitted but not yet activated on the NTU, regardless of contract term. Any hardware device provided free of charge must also be returned to MyOwn Tel in an 'as new' condition at your own cost, or the full retail cost of the device will be charged in addition.

A Subsequent Installation Fee of \$299 may also be charged by nbn co in the event sufficient infrastructure is not available or the service is being delivered along-side an existing active nbn connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.

An additional once off \$300 New Development charge may also apply if your premises is identified by nbn co as being within the site boundary of a new development.

#### nbn™ Internet Speeds

Any speeds mentioned are only an indication of what you may experience on your service. Your speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the nbn™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

Refer to the 'Key Facts Sheet: nbn Broadband' document for more information relating to speeds on the nbn™ network.

#### Connection Timeframes

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your service within two to five working days.

#### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### We're here to help

If you have any questions, call us on 133 002 so we can serve you better or visit us at [www.myowntel.net.au](http://www.myowntel.net.au) for additional information, including access to information about your usage of the service.

#### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.myowntel.net.au](http://www.myowntel.net.au). You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).