



www.myfibre.net.au  
1800 288 871

Critical Information Summary

## SuperSpeed Plan

### **Information About the Service -**

*Service Description* - the My Fibre NBN Co services are for a data connection to be provided on the UNID port at a nominated speed

This plan - SUPERSPEED - up to 100M down/40M up with an optional telephone service provided over the UNIV port. See Critical Information Summary for Each Telephone plan.

(please note; speeds shown are Theoretical Network Maximum Speeds & will vary according to many factors including but not limited to; The Plan Speed that you select, Your data usage, The link between your computer & MyFibre, The hardware that you are using, The software that you are using, The configuration of said software, The source or destination of any transmitted data, The type of content you are downloading or uploading, the configuration & use of your Local Area Network)

*Bundling* – This plan does not include telephone service unless service is added. Data Service is available without telephone service. Telephone service requires a Data Service.

*Minimum Term* - the minimum term is 12 months

*What's Included* – Your MyFibre SuperSpeed internet connection includes data at the size chosen by you. The size options are: Small 10GB, Medium 50GB, Large 100GB & SuperSize 400GB. If you include a bundled Telephone service (at extra cost) your data amount is doubled. Data is measured downstream only & there are no Peak/ off-peak times to worry about.

*What's Not Included & Mandatory Hardware* - NBN Co equipment to be provided by NBN Co - currently at no cost to you (Note - NBN Co may charge where installation of equipment is desired in NBN Co non-preferred location on your premises). You will require a computer (with Ethernet or Wireless connection depending on your Local Area network, to connect to the data service. You will require a Wireless Router to connect devices wirelessly. You will require a standard Telephone handset to use optional telephone service.

### **Information About Pricing -**

*Minimum Monthly Charge* - the minimum monthly charge varies from plan to plan, and depends on the plan you choose. Billing is based on a calendar month with initial pro-rata adjustment.

Plan	Minimum Monthly Charge
<b>SUPERSPEED Small 10GB</b>	\$74.95
<b>SUPERSPEED Medium 50GB</b>	\$79.95
<b>SUPERSPEED Large 100GB</b>	\$94.95
<b>SUPERSPEED Supersize 400GB</b>	\$99.95

*Maximum Monthly Charge* - the maximum monthly charge varies from plan to plan, and depends on the plan you choose. Maximum Monthly charge includes our option OS Plus mobile calls phone plan  
Pricing shown on this website reflects the maximum monthly charge for each plan. As there are no excess data usage charges, plans are shaped when data limit is reached, the data plan prices are also the maximum monthly charge.

Plan	Maximum Monthly Charge including OS Plus Mobile Calls Phone Plan (optional)
<b>SUPERSPEED Small 10GB</b>	\$128.95 (telephone calls NOT included)
<b>SUPERSPEED Medium 50GB</b>	\$133.95 (telephone calls NOT included)
<b>SUPERSPEED Large 100GB</b>	\$148.95 (telephone calls NOT included)
<b>SUPERSPEED Supersize 400GB</b>	\$153.95 (telephone calls NOT included)

Plan	Price per MB	Price per MB with Optional Phone Plan (any)
<b>SUPERSPEED Small 10GB</b>	\$0.007495	\$0.0037475
<b>SUPERSPEED Medium 50GB</b>	\$0.001599	\$0.0007995
<b>SUPERSPEED Large 100GB</b>	\$0.000949599	\$0.00047475
<b>SUPERSPEED Supersize 400GB</b>	\$0.000249875	\$0.0001249375

1GB = 1000MB

*Maximum Charge payable for Early Termination 12 Month Contract* - If you cancel your service during the 1st month the maximum charge for the service is calculated as follows: The plan fee for 1 month (data & telephone) plus \$99 Activation fee plus any telephone calls (chargeable) plus \$15 plus (\$15 times the number of month remaining of the contract (in this case 11)).

*Example. A Small (10GB) SuperSpeed (100/40) plan on a 12 month contract is cancelled after 1 month. The total amount payable is: The plan fee for 1 month [\$74.95] (data & telephone) plus \$99 Activation fee plus any telephone calls (chargeable) plus \$15 plus (\$15 times the number of month remaining of the contract (in this case 11)).*  $\$74.95 + \$99 + \$15 + (11 \times \$15) = \$350.95$

*Maximum Charge payable for Early Termination 24 Month Contract* - If you cancel your service during the 1st month the maximum charge for the service is calculated as follows: The plan fee for 1 month (data & telephone) plus any telephone calls (chargeable) plus \$15 plus (\$15 times the number of month remaining of the contract (in this case 23)).

*Example. A Small (10GB) SuperSpeed (100/40) plan on a 24 month contract is cancelled after 1 month. The total amount payable is: The plan fee for 1 month [\$74.95] (data & telephone) plus any telephone calls (chargeable) plus \$15 plus (\$15 times the number of month remaining of the contract (in this case 11)).*  $\$74.95 + \$15 + (23 \times \$15) = \$435.95$

*Telephone Call charges.* You must take an optional Telephone plan for telephone service. Please see Critical Information Summary for each Telephone plan for more information.

#### **Other Information -**

*Pricing* - Pricing for all charges can be found on our website at [www.myfibre.net.au](http://www.myfibre.net.au)

*Usage Information* – Is available on our website [www.myfibre.net.au](http://www.myfibre.net.au)

*Billing* – The figures shown in this Critical Information Summary reflect a full month's billing for a full month's service. Billing is first of month to end of month. Your initial bill may contain a pro-rata rate to bring your service into sync with our calendar month billing cycle.

Each month you will receive an invoice by the 10<sup>th</sup> of the month, to be paid within 14 days.

#### *Customer Service*

You can Contact us by using the Contact Us link above or telephone 1800 288 871

*Complaints or Disputes Process*

If you have a problem or complaint about your service please visit [www.myfibre.net.au](http://www.myfibre.net.au)  
For more information on our complaints handling procedure and relevant contact information.

*Further Assistance*

If you are unable to resolve your complaint to your satisfaction you can contact the  
Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be  
found at [tio.com.au](http://tio.com.au).

This document is a summary only