



**Critical Information Summary for NBN Primary & 4G 50GB back up with dynamic IP**

**Information about the service**

The NBN is high speed internet access that can be used for internet, VoIP & video calls.  
 Depending on your address will determine the delivery method of the NBN such as FTTP, HFC, FTTC, FTTN, FTTB.  
 Some NBN types such as FTTN, FTTC FTTB require a PSTN to code to if you do not have one Telstra will charges a once off fee of \$300 to connect it to the socket.  
 For redundancy fail over we offer a dynamic IP for the 4G service.

**What's included?**

Access to the NBN on one of the 5 speeds chosen below. Please note that the type of NBN you have could limit the maximum speed the NBN will allow. For NBN types such as FTTB, FTTN, FTTC we may only be able to provision speeds 25/5.

**Information about pricing**

**Minimum Monthly Charge**

Monthly Recurring Charges	12/1 mbps	25/5 mbps	50/20 mbps	100/40 mbps	100/20 mbps	250/25 mbps
Unmetered Subject to Fair Use Policy	\$49.35	\$70.50	\$82.25	\$97.50	\$90.45	\$108.70

Optional pre-configured TP Link 1600vr Archer  
 Copper delivery methods of the NBN require a PSTN line to be sacrificed if you do not have one an additional \$300 for a copper line is charged once off to a socket. If there is not a socket available or jumpering is required by a telephone technician there could be additional charges which can be quoted.

**4G Set up**

Item	Cost
Activation of SIM	\$10.00
Postage	\$20.00

**Monthly**

Monthly Recurring Charges	50GB
50GB cap	\$20.00

50GB is the monthly limit. No data will flow after this if you use 50GB within the month.  
 You can contact iPacific to find our how much of your 4G you have used withing the month this is done in an IMS portal that we have access to.

Total Minimum Cost for 1 month Minimum	12/1 mbps	25/5 mbps	50/20 mbps	100/40 mbps	100/20 mbps	250/25 mbps
1 month min \$150 ETP Activation of SIM \$10 Monthly \$20 Postage \$20	\$249.35	\$270.50	\$82.25	\$297.50	\$290.45	\$308.70



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#### Optional Extras.

Item	Cost
Transfer of NBN from another provider	\$30.00
Order Withdrawal Charge	\$156.00
Speed Change Charge	\$26.00
Fee for incorrect Call Out (2 hours)	\$312.00
Fee for incorrect Call Out per hour	\$117.00

#### Notes:

Includes both downstream and upstream data.  
Data allowance expires on service anniversary each month.  
All Rates included in this document are GST exclusive.  
All monthly fees are subject to pro-rata upon connection of the service.

#### Voice or Video Calls

Speak to iPacific about our voice products.

#### Support & Outages

Should you experience a problem with the NBN or 4G redundancy please call us on 1800 00 77 77 or email us at [service@ipacific.com.au](mailto:service@ipacific.com.au)  
The NBN does not have SLA's it is a best effort for the NBN to resolve any faults.

#### Billing

iPacific invoice on the 5<sup>th</sup> of each month unless this falls on a weekend then it will be the following day. Clients have 14 days to pay otherwise they will receive a \$10 late payment fee or 5% of the outstanding for clients owing more than \$200 + GST.

#### Usage Information

All NBN are unmetered data.  
You can contact iPacific who can log into the IMS portal to check what of the 50GB you may have used for the month.

#### Enquiries, feedback & complaints

We are committed to providing you with excellent customer service. Please contact us on 1800 00 77 77 or [info@ipacific.com.au](mailto:info@ipacific.com.au)  
Our Complaints Handling Policy can be viewed at <https://ipacific.com.au/legal/>

#### Telecommunications Industry Ombudsmen (TIO)

We encourage you to contact us first if you experience a problem or are unhappy. If you wish to contact the TIO you can do so as follows:  
Ph: 1800062058  
Fax: 1800630614  
Online: <http://www.tio.com.au/making-a-complaint>

This Critical Information Summary is valid as of Nov 2021.