



**Critical Information Summary for NBN Traditional TC4**

**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 the data to, if you do not have one Telstra will charges a once off fee of \$300 to connect it.  
 If there is not a socket available or jumpering is required by a telephone technician there could be additional charges which can be quoted.

**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

NBN is a month by month contract  
 Optional pre-configured TP Link VC 1600 Archer modem for \$260 + \$20 posted to site.

**Total Minimum Cost**

Monthly Recurring Charges	12/1 mbps	25/5 mbps	50/20 mbps	100/40 mbps	100/20 mbps	250/25 mbps
1 month min \$150 ETP	\$199.35	\$220.50	\$232.25	\$247.50	\$240.45	\$258.70

If you cancel under 12 months there is a once off \$150 charge the remaining months up to 12 months is not to be charged.

**Set up & Optional Extras.**

One off Changes	
Cancellation under 12 months	\$150.00
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.



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### Support & Outages

Should you experience a problem with the NBN 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.

### Minimum Term & Early Termination Payment

The NBN is on a month-by-month basis however if the NBN is terminated within 12 months then there is a \$150 ETP you are not required to pay out the remaining months to the 12 months.

### Billing

iPacifi 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.

### 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 November 2021.