

**Information about the service**

<b>NBN™ Plan</b>	<b>Minimum Monthly Charge</b>	<b>Included Monthly Data</b>	<b>Minimum Term</b>	<b>NBN™ Speed Tier</b>
Residential NBN™ 50/20 Mbps Unlimited	\$79.00	Unlimited	1 Month	Residential NBN™ 50/20 Mbps Unlimited Typical Busy Period Download Speed 42Mbps

**The offer includes:** A broadband data service over the nbn™ for residential use.

**The offer is a bundle of services:** No.

**The offer requires mandatory purchase of Telecommunications goods from us:** No, Use of Bandwidth Holdings Residential NBN™ 50/20 Mbps Unlimited plan requires a compatible modem/router.

**Available minimum term:** 1 month

**Included data allowance:** Unlimited

**Exclusions:** Bandwidth Holdings does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to an nbn™ plan, some equipment or services at your premises may be impacted and no longer operate. These include, but are not limited to, medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Bandwidth Holdings does not offer priority assistance.

**Important limitations:** The Residential NBN™ 50/20 Mbps Unlimited is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver this nbn™ service will depend on the connection between your premises and the nbn™ network

**Important qualifications:** Unless already connected, nbn™ may need to install its equipment in your premises. Standard installations of nbn™ equipment are performed without charge to you. If applicable, an nbn™ New Development Charge is \$300.00. This may apply at a premises that is in a newly developed area or building and is not an installation fee, but an activation fee that will apply to the first nbn™ service connected at this premises.

**Information about pricing**

**The minimum monthly charge is:** \$79.00 (all prices include GST).

**The total (minimum) cost over the plan term of 1 months is:** \$79.00 plus any applicable connection fees or pro-rata charges for your particular situation.

**Early termination charges:** \$0 (Not applicable).

## Critical Information Summary (CIS)

Residential NBN™ 50/20 Mbps Unlimited

### Other information

**Usage:** You can obtain data usage information by contact us on 08 6109 6181.

**Terms:** All services are supplied pursuant to our Business Terms.

**Customer service contact details:** You can contact us via email at [support@bwholdings.com.au](mailto:support@bwholdings.com.au) or phone us on 08 6109 6181 between 8:00am to 5:00pm Monday to Friday.

**Complaints process:** You can make a complaint in writing or by calling us and following the process outlined in our Complaint Handling Policy on our website. The policy explains how you can make a complaint and how your complaint will be addressed. You can make a complaint by emailing [support@bwholdings.com.au](mailto:support@bwholdings.com.au) or calling 08 6109 6181 and specifically stating you want to make a complaint.

**Telecommunications Industry Ombudsman:** The Telecommunications Industry Ombudsman (TIO) is a private company that makes money through providing an alternate dispute resolution service to assist consumers and service providers resolve disputes. You can contact the Telecommunications Industry Ombudsman at [www.tio.com.au](http://www.tio.com.au) or on 1800 046 686.

**More information about Broadband services:** You can get educational information about broadband technologies by visiting <https://www.commsalliance.com.au/BEP>.