

Critical Information Summary - nbn™

Service Description: This is an nbn™ broadband service to your premises

Plan Inclusions for Broadband: Unlimited broadband monthly data allowance

		Most Popular	Only For Fixed Wireless	Recommended	
NBN Plans	25 Mbps	50 Mbps	75 Mbps	100 Mbps	250 Mbps
Inclusion					
Regular Monthly Price	\$59.00	\$79.00	\$79.00	\$99.00	\$119.00
Terms	Month To Month				
Early Termination	\$0.00				

Information about this service

Excess usage

There are no excess usage charges on this plan.

Setup fee

There is no setup fee.

Minimum term of the service

This service is available on Month to Month Plan.

Hardware Required

An nbn™ termination device may be installed in your home depending on your connection type.

Modem

Wi-Fi modem is not included. If you bring your modem, ensure it is compatible with your nbn™ service. You can purchase a modem from us for \$99.00 and \$20.00 postage charges. The total cost for this device will be \$119.00 at your doorstep.

Speed

AQUA Mobile provides you with the maximum nbn™™ speed available at your location at the time of connection. The maximum AQUA Mobile nbn™™ speed available is up to 250Mbps. The download and upload line speeds stated above are the maximum theoretical line speeds that can be delivered over the nbn™™. AQUA Mobile makes no guarantees of any kind on the actual speeds that will be achieved by any individual user as we rely on our supplier to ensure services are provisioned to deliver optimum speeds at all times. Speeds that customers experience on these services are affected by several factors such as the plan selected, content being downloaded by the end-user, your distance

Activation & Connection Fees

There is no fee if you are transferring an existing line connection from another provider.

NB: A connection fee of \$299.00 applies for a new line connection only plus any Labor charge (if applied) and will not be refunded if canceling after submitting the nbn™ order

Incorrect Callout Fee

If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network an Incorrect call-out fee of \$99.00 applies. Any additional technician charges incurred will be added to your account. \$99.00 will be applicable for Late Cancellation of Appointment or Missed Appointment fee.

Relocation Fee

A relocation fee of \$99.00 applies for nbn™ service relocations should you move address. A service can only be relocated if your new address is served by an exchange enabled with the appropriate equipment.

Customer Service Guarantees (CSG) on nbn™

This service is not covered by the Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at acma.gov.au

Priority Assistance and Medical Services

Priority assistance: you mustn't rely on our services for priority assistance, as we don't offer a priority assistance service. Our plans aren't suitable if you or someone in your home has a serious life-threatening condition and would be at risk without phone service. If you need a priority assistance service, please contact another provider like Telstra.

Battery Backup Unit

You are responsible for replacing the batteries in the nbn™ backup unit. We will pass through all alarms we receive from nbn™ co to you

AQUA MARKETING PTY LTD

ABN 23 637 201 711 | PO Box 260, Epping, VIC 3076

P (03) 8400 5212 | F (03) 9021 8910 | E support@aquamobile.net.au | W www.aquamobile.net.au

Information about Billing

Billing Cycle	Bill Issued By	Payment Due Date
Calendar Month	2 nd of Every Month	10 th of Every Month

Monthly Payment

AQUA Mobile will debit your monthly bill on the due date 10th of every month from your nominated account. In case the payment is dishonored the payment will be automatically re-scheduled for the 20th of that month for all nonpayment accounts.

Late Payment Fee

A fee of \$10 excluding GST may apply if you don't pay your bill by the due date.

Your Bill

Email billing is free. There is a \$2.50 paper bill fee. Your 1st Invoice will be Prorated, for more information refer to our website: www.aquamobile.net.au

Cooling OFF Period

You have a right to cancel this Agreement and send the goods back to us within 1 Month from and including the day after getting your service-connected.

NB: Goods should be packed in the original packing with the accessories if sending back to AQUA Mobile.

Service Suspension and Cancellation for NON Payment

If your account is overdue by more than 30 days of the bill issued AQUA Mobile reserve the right to cancel or suspend your service and to charge that outstanding amount without any further information.

Service Disconnection: All service disconnections will not be prorated and will be forced at the end of the Calendar Month at 11:59 PM.

NB: Once the service will be disconnected cannot be re-connected with the same service number.

AQUA Mobile Fair Use Policy

AQUA Mobile Fair Use Policy refers to 'unreasonable' or 'excessive' use of your service. For more information refer to our website: www.aquamobile.net.au

Tracking Your Spend

To monitor your usage you may call on **(03) 8400 5212** or Email support@aquamobile.net.au

Customer Service (Contact us)

You can contact AQUA Mobile between 9.30 AM to 7.30 PM on **(03) 8400 5212** or Email us at support@aquamobile.net.au. Our Postal Address is **PO BOX 260, Epping VIC 3076**

Customer Complaints

If you have a complaint, we urge you to contact Customer Service first so we can try to resolve your complaint straight away on **(03) 8400 5212** and If you are still not satisfied with the proposed resolution after the full resolution process then you may contact the TIO at <http://www.tio.com.au> or call them on 1800 062 058.

NB Our fees may change from time to time and you will be notified ahead of time. Charges for other usages can be found on www.aquamobile.net.au

OTHER Fees And Charges	Amount (Inc.GST)
Router Fee	\$99.00
Shipping/Postage Fee	\$20.00
Static IP (Blocks of 4)Monthly Fee	\$13.50
Late Payment Fee	\$10.00
Payment Dishonour Fee	\$10.00
Paper Bill Fee	\$2.50
Non-Direct Debit / Bpay Fee	\$2.50
Amex Transaction Fee	\$0.25 + 3.20%
Plan Migration Fee	\$15.00
Number Swap or Service Relocation Fee	\$99.00

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