



## Critical Information Summary

### Get your NBN from the Source

**About the Service:** The NBN is a broadband internet service which uses a number of different connections via fibre such as Fibre to the Premises (FTTP), Hybrid Fibre-Coaxial (HFC), Fibre to the Curb (FTTC), Fibre to the Basement (FTTB) or Fibre to the Node (FTTN). Depending on your connection this may be via ethernet or VDSL2 connections. These methods deliver internet connectivity to the Network Boundary Point at the premises you have chosen for your internet service.

**How to Access NBN:** You will require an NBN compatible modem with Wi-Fi enabled to connect to the NBN. If there is any cabling or similar service required beyond the Network Boundary Point, this is your responsibility. Standard installations of your service are completed without charge to you. Any non-standard, additional or subsequent installations may require you to pay additional charges that are not the responsibility of Source Internet. Source Internet are not responsible for any liability for equipment not owned by Source Internet.

Plan (Down/Up Speed)	Typical Evening Download Speeds	Data Included	Usage	Monthly Charge	Total Minimum Charge and Contract length
NBN12/1	11.3 Mbps*	Unlimited Data	Can stream HD on 2 devices simultaneously.**	\$59.99	\$59.99 Month to Month
NBN25/5	23.3 Mbps*	Unlimited Data	Can stream UHD on 1 device.**	\$69.99	\$69.99 Month to Month
NBN50/20	46.1 Mbps*	Unlimited Data	Can stream UHD on 2 devices simultaneously.**	\$79.99	\$79.99 Month to Month
NBN100/20	88.3 Mbps*	Unlimited Data	Can stream UHD on 3-4 devices simultaneously.**	\$94.99	\$94.99 Month to Month
NBN100/40	88.3 Mbps*	Unlimited Data	Can stream UHD on 3-4 devices simultaneously.**	\$110.00	\$110.00 Month to Month
NBN250/25	No data	Unlimited Data	No data	\$125.00	\$125.00 Month to Month
NBN1000/50	No data	Unlimited Data	No data	\$140.00	\$140.00 Month to Month

\* Typical estimated download speed between 7pm to 11pm. Actual speeds may vary based on factors including NBN technology used for connection and the state of cabling in the house. Source Internet does not guarantee speed or connectivity. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Source Internet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.

\*\* According to Netflix internet speed recommendations <https://help.netflix.com/en/node/306>

Total Minimum Charge on no lock-in contract is excluding any optional extras e.g. Modem, Professional Installation etc.

#### Included with all plans:

- Each plan includes unlimited data (reasonable limits apply)
- All Australian customer support - 8am to 8pm Monday to Friday.

#### Minimum Term

- 1 month

#### Early cancellation Fees

- An extra \$50 if cancelled before connection completes plus the first month is forfeit. If on a legacy contract cancellation fees is the payout of remaining months on the contract.

#### Modem costs

- If you choose to purchase a modem from us outright, you will be responsible for the cost of the modem and any applicable shipping fees. If you choose to purchase a modem from us on a 'pay as you go' fee, if you cancel your service you are liable to pay for any charge left owing on the modem.
- If you own a modem from an earlier service it may be NBN compatible and if so you should be able to use it with your Source Internet service. You can call us or message us on the website and we can tell you if a particular modem is NBN compatible.
- Our Source Internet modems cost \$120/\$150/\$250 on a no lock-in contract (payable in monthly installments over 12 months) plus a \$20 delivery fee unless you opt to have a professional installation.

#### Courtesy Service

- We may provide you with a Courtesy Service. This is further explained in our Consumer Terms.

#### Change of Plan Fees and Notice

- Change of plans will incur a fee of \$0.
- Give us a call and we can arrange the plan changes.
- On occasion, we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). If you leave, you only need to pay out any optional accessories or services in full.
- If we change your plan or move you to a new plan:
  - We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan
  - If you don't like the changes or the new plan, you can choose a new plan (included in your once a month quota) or cancel your plan. If you cancel, you simply need to pay out any remaining

costs for your devices, accessories or services in full.

#### Excess usage

- There are no excess usage charges

#### Set-up fee

- There is no set-up fee for these services

#### Availability

- This service is available in areas serviced by the NBN (FTTP, FTTB, FTTN, FTTC or HFC). Check whether we cover your area at [sourceinternet.com.au](https://sourceinternet.com.au). Installations not covered under our standard installation service may incur additional fees of \$300.00. A New Development Charge of \$300 applies if your premises is identified as being within the site boundary of a new development. The NBN250 and NBN100 plans may not be available to all NBN ready premises.

#### Complaints and Customer Service

- There are a number of options available to contact us if you have any enquiries or an issue at <https://sourceinternet.com.au/contact>
- Chat with a Technician, or Organise a Callback via the link on our website above
- You can also reach our support line on weekdays between 8am and 8pm Brisbane time via 1300 503 984.
- Our team can also be reached via email at [team@sourceinternet.com.au](mailto:team@sourceinternet.com.au)

#### Fair Use

- You must use this service in accordance with the principle of Fair Use, including download and uploading in a reasonable and non-fraudulent manner. Any breaches of this that interfere with the Source Internet network are liable for suspension or cancellation of their service. Further details are provided in our Fair Use Policy available at [www.sourceinternet.com.au](http://www.sourceinternet.com.au)

#### Billing

- Check your bills and other details at [sourceinternet.com.au](https://sourceinternet.com.au) – You will be issued a bill on the same day every month and any arrears will be charged to your selected credit card or the payment method you provide to us when arranging your service. Any additional services you select on your account may be billed at separate intervals.

#### Telecommunications Industry Ombudsman (TIO)

- If you are not satisfied with the resolution of your complaint through Source Internet, you may contact the Telecommunications Industry Ombudsman to escalate the complaint.
- P: 1800 062 058
- [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

All information contained within this Critical Information Summary is subject to change by Source Internet without direct notice. All prices contained within this document are inclusive of GST.