

## Critical Information Summary

### *Residential NBN*

#### Description about this service

Resolver Group's Residential NBN Plans are a Broadband Internet Service which uses the NBN Network to deliver internet connectivity to the Network Boundary Point at your premises.

#### Requirements and Availability

Resolver Group Residential NBN Plans are only available at addresses services by NBN with FTTB, FTTC, FTTN, FTTP, FW or HFC as the connection method. Addresses Services by NBN Satellite are not eligible for this service.

You will require a NBN ready modem, with support for the type of NBN Service that is available at your premises. If you wish to connect your devices to your service wirelessly, you will need a Wi-Fi enabled modem. If you do not have a suitable modem, we can supply one to you. The range of modems we have available is subject to change and will be listed on the Service Order if requested and listed on our website. A \$10 delivery fee will apply to all Modem orders.

#### Minimum Term

Resolver Group NBN Plans are available with a 1 Month Minimum Term.

#### Pricing

Resolver Group Residential NBN Plans are available under multiple speed tiers, we have included the pricing for all Speed Tiers below.

Plan Name	Maximum Speed	Monthly Charge	Minimum Charge
Residential Standard NBN™	25 Mbps / 10 Mbps	\$84	\$84
Residential Standard Plus NBN™	50 Mbps / 20 Mbps	\$89	\$89
Residential Home Fast NBN™	100 Mbps / 20 Mbps	\$99	\$99
Residential Home Superfast NBN™	250 Mbps / 40 Mbps	\$119	\$119
Residential Home Ultrafast NBN™	1 Gbps / 50 Mbps	\$139	\$139

#### Notes about Pricing Table

Speeds indicate the underlying NBN Wholesale Access Connection Speed and are not necessarily an accurate reflection of the speed you will receive. Due to several factors, speeds may vary and may be slower than the maximum NBN™ wholesale connection speed listed above.

The Total Minimum Price reflects a 1 Month Contract where you do not use the attached VoIP Service and have not opted to purchase hardware from us.

If your premises is identified as being within the site boundary of a new development, an additional one off \$300 NBN New Development fee will apply. If this charge applies, you will be informed of the charge before your order is processed and will be required to make payment for the charge upfront.

#### Excess Usage

All Resolver Group Residential NBN Plans include unlimited download and upload usage. There are no excess charges applicable to these plans.

### Early Termination Fees

Your service period is a minimum of 1 Month from the date of activation. No early termination fees apply if you cancel your service. If you cancel your service in the first month, you will not receive a pro-rated credit. If you cancel your service after the first month, by transferring your service to another provider or asking us to disconnect your service, you will receive a pro-rated credit for any unused period you have paid for. Where a credit applies, this will be issued within 28 Calendar Days.

### Billing Information

Your service will renew on the anniversary of its activation each month. We will issue you an invoice 14 Calendar Days before this renewal date. Where you pay by Credit Card or Direct Debit, we will deduct your owing balance in full on the service renewal date. Invoices are provided by email to the address nominated on your account.

### IP Addresses

By default, you will be issued an IP address either from our Dynamic or CG-NAT Pool. If you wish to obtain a Static IP Address, there will be an additional charge of \$5 per month.

### Battery Backup and Power Outages

NBN Services rely on Power to work and will not work during a power outage unless you have a UPS or Battery Backup in place.

### Usage Information

You can obtain your NBN Usage Information from our Customer Portal. Details for accessing our Customer Portal will be provided to you by email upon activation of your service.

### Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us by calling 1800 497 152 or by sending an email to [support@resolvergroup.com.au](mailto:support@resolvergroup.com.au) if you have any questions, would like to give feedback or complain.

### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

**Phone:** 1800 062 058

**Fax:** 1800 630 614

**Online:** <http://www.tio.com.au/making-a-complaint>

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