

Critical Information Summary

Start Premium nbn™ - 3 Month Contract

Information About the Service

Your Start Premium nbn™ broadband service with Premium speed tier and Google Nest WiFi devices as selected.

Your Broadband Allowance

Your monthly data allowance is unlimited.

Minimum Term

The minimum term is 3 months.

Required Services and Availability

Your Start Premium nbn™ service requires an nbn™ connection and an nbn™ compatible modem. Start Broadband (nbn™) availability can be checked at www.startbroadband.com.au.

Minimum Monthly Charge and Total Minimum Plan Cost

Your Start Bundle costs \$99 per month and the minimum you will pay is \$297.

You can purchase a Google Nest Wifi units as selected - minimum cost device available is \$159.

**A delivery fee of \$19.95 will be applied.*

nbn™ Connection

If you have not had nbn™ installed at your address you will require an nbn™ connection. The installation will be arranged with an nbn™ Co technician at no cost.

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility.

Moving Home

Start will relocate your service in the event you move home. If you are within your contract period, the relocation cost will be equivalent to the new customer set-up cost on the plan you select at your new address.

A nbn™ Co new development fee may also apply at your new address.

Early Termination

The Early Termination Charges for cancelling your service within the 3 month contract term is \$150.

If you wish to cancel your Start service please send an email with your name and account number to customerservice@startbroadband.com.au.

Start will need one billing cycles notice to cancel your service.

Billing

Once we have confirmed when your new service will be connected, Start will direct debit one month's subscription fees along with any applicable set-up or modem costs. These amounts will be credited to your first bill.

Once your service has been activated your Start bill will be issued via email to your nominated email address in the first week of every month and direct debited from your nominated account around the middle of that month.

Your first Start bill will include a full month's charge for your minimum monthly Start Premium nbn™ commitment, plus a pro-rata charge for the days remaining until the next billing cycle commences and any set-up, modem or installation costs incurred on your account. This often results in the first bill being higher than the ongoing monthly bills.

Further details about your bill, can be found at: www.startbroadband.com.au/mybill.

Please note that a late payment fee of \$19.95 may be applied for bills not settled by the due date.

Special Offers and Promotions

Note, the pricing in this Critical Information Summary does not reflect any special offers or promotions, which may apply from time to time.

Start Customer Support

For customer support, you can contact a Start Support Expert on 1300 475 155 or email customerservice@startbroadband.com.au.

If you are unable to resolve your issue through contacting Start Support you can escalate it into a complaint at www.startbroadband.com.au/complaints.

Finally, if we don't manage to resolve your complaint via the above process you can contact the Telecommunications Industry Ombudsman on 1800 062 058.

See www.tio.com.au for more details.