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Critical Information Summary

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Information about the service — Hybrid Fibre Coaxial (HFC)

Plan	Minimum Monthly Charge	Typical Evening Speed	Included Data	Minimum Term
NBN 12/1 Mbps Unlimited	$56.00	10/1 Mbps	Unlimited	1 Month
NBN 25/10 Mbps Unlimited	$56.00	21/8 Mbps	Unlimited	1 Month
NBN 50/20 Mbps Unlimited	$80.00	42/17 Mbps	Unlimited	1 Month
NBN 100/40 Mbps Unlimited	$95.00	85/34 Mbps	Unlimited	1 Month
NBN 250/100 Mbps Unlimited	$100.00	212/85 Mbps	Unlimited	1 Month
NBN 500/50 Mbps Unlimited	$195.00	425/42 Mbps	Unlimited	1 Month
NBN 750/50 Mbps Unlimited	$105.00	637/42 Mbps	Unlimited	1 Month
NBN 1000/100 Mbps Unlimited	$109.00	850/85 Mbps	Unlimited	1 Month
NBN 2000/100 Mbps Unlimited	$155.00	1700/85 Mbps	Unlimited	1 Month

What is the service: A broadband data service over the nbn™ network for business or personal use.

The offer is a bundle of services: No.

The offer requires mandatory purchase of Telecommunications goods from us: No.

What do I need to access the service: This service requires a compatible modem/router.

Available minimum term: 1 month.

Included data allowance: Unlimited Data.

The minimum monthly charge is: one month of your selected plan — from $56.00 for the plans listed above (all prices include GST).

The minimum total charge is: one month of your selected plan plus any applicable installation or set-up fees for your particular situation.

Early termination charges: $0 (Not applicable).

Set-Up Fees: If there is a set-up fee for this service, it will depend on many different things. Due to variances, set-up fees will be determined prior to agreement of contract and first bill.

Pricing: Pricing in this critical information summary is inclusive of GST.

Other information

Emergency Services: This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Our service may not function in the event of a power failure. Priority Assistance is not available on this service.

Usage: You can obtain data usage information by contacting us on 08 9465 2710.

Exclusions: Localpref does not support any equipment or wiring at your premises. When you connect to a VoIP 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. Localpref does not offer priority assistance.

Terms: All services are supplied pursuant to our Business Terms found on our website.

Customer service contact details: You can contact us via email at support@localpref.com.au or phone us on 08 9465 2710 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@localpref.com.au or calling 08 9465 2710 and specifically stating you want to make a complaint.

Telecommunications Industry Ombudsman: The Telecommunications Industry Ombudsman (TIO) is an independent dispute resolution service for telecommunications consumers. If you are unhappy with the outcome of a complaint to us, you can contact the TIO at www.tio.com.au or on 1800 046 686.