Critical Information Summary

This Critical Information Summary provides the essential details for Arctel's Residential Broadband Service and the important factors you should consider when selecting the type of Residential nbn service. Please also refer to our Trading Terms for more detailed information.

The Service is subject to our Trading Terms and Fair Use Policy.

Service Overview

Monthly Data Quota	NBN Speed Tier	Typical Evening Download/Upload Speed	NBN Speed Tier	Minimum Monthly Charge	Total Minimum Cost (1 month)
Unlimited	Hyper Sonic nbn	860/85	1000/100	$112.99	$112.99
Unlimited	Ultra Fast	750/40	750/50	$99.99	$99.99
Unlimited	Super Fast nbn	500/40	500/50	$84.99	$84.99
Unlimited	Fast nbn	100/18	100/20	$84.99	$84.99
Unlimited	Cruisy nbn	50/17	50/20	$73.99	$73.99
Unlimited	Cruisy Lite nbn	25/8.5	25/10	$48.99	$48.99

Typical Evening Speeds are measured using data collected from Arctel customers utilising the Service between 7pm and 11pm, which are subject to revision and variation at any time. Actual Download and Upload Speeds may differ due to many factors including the set up of your network and number of users who are accessing the network at any one time, the location and type of content and any third party infrastructure used to deliver the Service, the performance of which Arctel does not manage.

If you want to know more about the names of our NBN Speed Tier plans as they relate to the Australian Consumer Law, you can check this out via the ACCC Website, just scroll down to the section detailing broadband speeds and performance.

Service Description

This service is a standalone internet product provided over the NBN or as a standard internet connection with a Modem. It is a month to month plan with a Minimum Term of 1 month.

Pricing

Set up and Activation fees	Cost
Standard no-lock-in contract for any NBN Speed Tier requiring no installation	$0
Additional installation and relocation fees that may apply	
NBNco may charge the following fees which we will pass on to you:	
New Development fees– a one off fee only applicable where NBN equipment needs to be installed for the first time (i.e. at a newly built property or subdivision) or has never been activated.	$300
Subsequent Installation fees– a one off fee only applicable where a Service additional to the primary Service is to be installed.	$297
Opticomm may charge the following fees which we will pass on to you:	
New Development fees – a one off fee only applicable where Opticomm equipment needs to be installed for the first time (i.e. at a newly built property or subdivision).	$300-$550
New Connection fees – a one off fee dependent on the circumstances and cost of installation.	$300-$550
NBNco/Opticomm may charge the following fees which we will passed on to you:	
Failed callout fee – where a technician attends the premises and is unable to install the NBN or Opticomm equipment (i.e. where initial installation requirements are not met) or no one is at the premises, or if they are called to attend to a fault that is determined not to be attributable to Arctel, NBNco or Opticomm.	$150-$350
Installation or relocation of a Service which has additional technical requirements and/or materials.	Varies based on complexity.

Hardware	
Standard Modem	$179*
Premium Modem	$199
eero 7	$299*
Administration	
Static IP Address	$5 per month
Transfer of ownership	$25
Cancellation prior to activation	Up to $100**
Failed payment fees	$10 per occurrence
Dishonour fee	Dependent on financial institution
Restoration fees	$50
Shipping charges for Modem	$10.00 (1 Modem) $20.00 (2 or more Modems)
Early Termination fees	
All plans	$0

*Some services will receive a standard modem / eero7 free of charge provided that service is maintained for the minimum period. Refer to Modem Payout Fees below.

**All reasonable costs will be charged dependent on where Arctel is up to with provisioning and supplying the Service at the time of cancellation.

CGNAT and Static IP Address

All Services will default to using Carrier Grade Network Address Translation (CGNAT) which means your connection shares a public IP address with other customers. As a result, you may not be assigned a unique public IP address and certain features such as inbound connections, port forwarding, hosting servers, or remote access to your network may be limited but it will not affect

general internet browsing or standard online services. If you experience any issues with CGNAT, contact us to discuss your options.

You may wish to request a static IP address (at an additional cost) which is a fixed public internet address assigned to your Service that does not change. This allows your connection to be directly reachable from the internet and enables features such as port forwarding, remote access, hosting servers, and certain VPN or business applications.

Hardware Information

When you connect a Service you may wish to purchase a Modem from us, and you can choose from a standard Modem, premium Modem or eero 7. However, you don't have to buy a Modem from Arctel to use our Service and may use your own Modem, provided it is compatible with the NBN or Opticomm connection at your premises and meets our technical requirements.

Some plans may also include a Modem at no upfront cost, subject to any applicable minimum service period and payout terms described under Zero Cost Modem & Modem Payout Fees.

Shipping charges apply to all Modems supplied by us, including Modems purchased outright and Modems provided at no upfront cost as part of an eligible Service (refer to Pricing).

Zero Cost Modem & Modem Payout Fees

Customers who elect to receive a standard Modem or eero 7 at no up front cost with an eligible Service are required to maintain their Service for a period of 24 months from their Service Commencement Date and must pay the shipping charges. If the service is terminated within 24 months from the Service Commencement Date a Modem Payout Fee will be added to your final bill calculated in accordance with the following formula with reference to the Service Commencement Date.

$$\frac{\text{Modem Cost}}{24} \text{ X months remaining } = \text{ Modem Payout Fee}$$

Example 1: if you choose an eero 7 Modem and you only maintain your Service for 12 months from the Service Commencement Date, the Modem Payout Fee to be added to your final bill will be $149.50.

$$\frac{\$299.00}{24} \text{ X } 12 = \$149.50$$

Example 2: if you choose a standard Modem and you only maintain your Service for 1 month from the Service Commencement Date, the Modem Payout Fee to be added to your final bill will be $171.54.

$$\frac{\$179.00}{24} \text{ X } 23 = \$171.54$$

The Modem Payout Fee is payable by the Due Date shown on your final bill. If the Modem Payout Fee is not paid by the Due Date, we may immediately remotely lock or disable the Modem without further notice until all outstanding amounts relating to the Modem Payout Fee have been paid in full.

Where you wish to cancel a Service and receive a refund, credit or waiver of the Modem Payout Fees due to issues solely relating to performance of any Modem supplied by us, you must first complete all reasonable troubleshooting steps including participating in remote or telephone support. Any failure to complete the required troubleshooting may result in ineligibility for any Modem performance related refund, credit or waiver.

Availability and Requirements

The Service is available wherever the National Broadband Network (NBN) or Opticomm network is available – you can check your address here. Availability and Network speed will also be dependent on the infrastructure at the premises.

Whilst most Modems/routers have built in Wi-fi capabilities, the quality of your connection will vary depending on distance and obstructions within the premises.

Installation and Activation

Activation of your Service will occur once payment for the first months' Charges has been received and your Modem is delivered. If the premises you are connecting the Service at is already NBN or Opticomm ready, activation will typically be completed within 48 hours.

If the premises is not NBN or Opticomm ready and you require a technician to install the required equipment to support the NBN or Opticomm network, activation of your service can still proceed but will be delayed until the NBN or Opticomm technician has completed installation of the required equipment.

Upgrading or Downgrading Plans

You are able to request an upgrade or downgrade of your Service plan (data or speed tier) at any time, but only once each billing cycle. Any upgrade or downgrade will be effective immediately and you will be required to pay any difference in costs applicable to an upgrade. No prorated refunds are provided for a downgrade in plans.

Billing and Payments

Service Charges are calculated and payable based on a calendar month and are billed monthly from the 1st to the last day of each month with all bills being issued on the 1st day of every month.

You will be required to pay the first month up front on sign up as if the service started on the 1st day of the month in which you sign up. Your second bill will be issued on the 1st of the following month and will contain a credit for the unused days from the first month (i.e. from the 1st to the day before the Service Commencement Date).

All Services are required to be paid via direct debit which will be processed between the 1st and the 5th day of the month in which the bill is issued. Any payments which fail due to their being insufficient funds or some other reason not attributable to Arctel will be subject to a $10 Late Payment Fee.

There may be transactions fees which apply when using certain debit or credit cards which vary depending on the card type but will be clearly outlined in the Direct Debit Request. To avoid additional charges, we recommend using a fee-free payment method such as a bank account.

Important: If you do not pay your bill by the due date, your service may be restricted, suspended or cancelled and any Promotional Pricing may no longer apply and Charges (other than Usage Based Charges) will continue to accrue during any restriction or suspension period. Non-payment may also result in your account being referred for debt collection or listed with a credit reporting body, which could affect your credit rating.

Cancellation

You can cancel your Service at any time prior to the last day of the month to avoid being charged for the following month. No refunds will be issued for any unused days following the date of cancellation in the month in which you cancel the Service.

If you cancel within one month of your Service Commencement Date and have already been charged for the following month, you will receive a full refund of that second bill.

To be eligible for refunds for cancellation due to performance issues attributable to Arctel or the Service we provide, you must first complete all reasonable troubleshooting steps including participating in remote or telephone support. Any failure to complete required troubleshooting may result in ineligibility for any performance related refund or credit.

Restriction, Suspension or Termination

The Service may be restricted, suspended or terminated by us if you fail to pay on time or breach the Agreement.

Customer Service

If you need assistance with your Service at any time you can contact us via the contact us page on the website or email support@arctel.com.au or phone 1300 272 835 (ARC TEL).

Complaints

If you are unhappy with the Service you should refer to our Trading Terms for the dispute resolution process. If you are not satisfied with the outcome of any complaint dealt with via our dispute resolution process you may refer the matter to the Telecommunications Industry Ombudsman.