

# Yourhub – Critical Information Summary (CIS) National Broadband Network- Residential

## INFORMATION ABOUT THE SERVICE

### *The service:*

The NBN service delivers Internet connectivity via the NBN Fibre Network (FTTP, FTTB, or FTTN) which are covered by this CIS. National Broadband Network packages for residential subscribers are a service offering high speed internet access with a monthly included data allowance. If the data allocation for the monthly period is exhausted your speed will be slowed (shaped) to a minimum speed of 256kbps for the remainder of that month and you will not be charged for excess usage. Upload is not calculated in the monthly usage for this service and is considered a bonus to subscribers.

Any unused data from the monthly allocation is not accumulative and will be lost after the end of that month.

### *Bundling:*

This service does not require a phone line however you can add voice services (Yourhub Broadband Phone VoIP) to your National Broadband Service. Please contact us if you wish to have a service that also includes a phone/voice service with us.

### *Mandatory components:*

You will require a compatible router for this service. The monthly fee does not include the cost but you can purchase one from us at an additional cost. A connection fee is also applicable to these services and the amount depends on the duration of the contract period selected. Please contact us for further information.

### *Minimum term:*

The service is available with a minimum term of 24 months.

### *Important conditions:*

This service may not be available at your location. Please go to our website <http://www.yourhub.com.au> or call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic static IP address at no additional cost. Please contact us for further information.

## INFORMATION ABOUT PRICING

There are four residential plans for each of the four speeds available over the NBN. The Total Minimum Price is the standard setup fee and the minimum monthly plan rental.

### *Maximum monthly charge:*

The maximum monthly charge is equal to the monthly rate of the plan that you have selected. There are no excess data charges for these services.

### *Early termination charges:*

This fee is calculated at 50% of the fixed monthly price multiplied by the remaining number of months i.e. \$29.98 (50% Of \$59.95) x 6 months = \$179.85

## Minimum monthly charge:

Plan Name	Typical Evening Speeds	Included Data (monthly)	Minimum & Maximum (monthly charges)	Total Minimum Price (24 month Contract)	Cost Per GB (included in plan)
<b>NBN Residential Light</b>	10.6mbps	50GB	\$49.95 min/max	\$1198.80	\$1.00
	10.6mbps	100GB	\$59.95 min/max	\$1438.80	\$0.60
	10.6mbps	600GB	\$79.95 min/max	\$1918.80	\$0.13
	10.6mbps	1000GB	\$89.95 min/max	\$3838.80	\$0.9
<b>NBN Residential Medium</b>	19.8mbps	50GB	\$59.95 min/max	\$1438.80	\$1.20
	19.8mbps	100GB	\$79.95 min/max	\$1678.80	\$0.70
	19.8mbps	600GB	\$89.95 min/max	\$2158.80	\$0.15
	19.8mbps	1000GB	\$99.95 min/max	\$2398.80	\$0.10
<b>NBN Residential Heavy</b>	45.2mbps	50GB	\$69.95 min/max	\$1678.80	\$1.40
	45.2mbps	100GB	\$79.95 min/max	\$1918.80	\$0.80
	45.2mbps	600GB	\$99.95 min/max	\$2398.80	\$0.17
	45.2mbps	1000GB	\$109.95 min/max	\$2638.80	\$0.11
<b>NBN Residential Extreme</b>	81.9mbps	50GB	\$79.95 min/max	\$1918.80	\$1.60
	81.9mbps	100GB	\$89.95 min/max	\$2158.80	\$0.90
	81.9mbps	600GB	\$109.95 min/max	\$2638.80	\$0.18
	81.9mbps	1000GB	\$119.95 min/max	\$2878.80	\$0.12

## OTHER INFORMATION

### Usage information:

You can monitor your usage at [www.yourhub.com.au/custdata](http://www.yourhub.com.au/custdata) or by calling us on 1 300 762 568.

### Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1 300 762 568 or by sending an email to [support@yourhub.com.au](mailto:support@yourhub.com.au) if you have any questions, would like to give feedback or complain.

### Telecommunications Industry Ombudsman

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.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

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

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.

Summary valid as of May 2018.