



NBN 2016 Critical Information Summary

	Maximum speed of Service (Mbps Down/Up)				
	Cost per month (inc gst)				
Data/Month - Download	12/1 Mbps	25/5 Mbps	25/10 Mbps	50/20 Mbps	100/40 Mbps
30GB	\$44.40	\$50.20	\$56.00	\$61.80	\$73.50
100GB	\$52.50	\$58.50	\$64.20	\$70.00	\$81.70
200GB	\$56.00	\$62.00	\$67.70	\$73.50	\$85.70
1200GB	\$54.50	\$76.00	\$81.70	\$87.50	\$99.20

Other Fees and Charges

- The standard installation charge is \$60. This is waived for a 12 month commitment. If the 12 month commitment is broken, a fee of \$60 will be charged.
- If you require a change to your plan speed at a later date, the cost is \$25. To change a plan volume: \$10.
- For comparison purposes the minimum cost over 24 months for the NBN 12/1 30GB plan is (\$44.40 * 24) = \$1065.60. We do not have any minimum commitment term unless .
- There is a \$250 Fee for NBN to visit to rectify a fault where no fault is found. This fee will not be charged if the customer advises Shoalhaven Internet of a suspected fault first. We can do many preliminary checks to verify the networks integrity and operational compliance with the design.

Operational Issues.

- Accounts are charged at the rates listed above which include gst. A tax invoice and payment receipt is generated and emailed to the customers email address at the start of the month.
- As each plan volume limit is reached, the speeds are reduced to 256Kbps/256Kbps for the remainder of the month. This is to ensure that a runaway bill (bill shock) does not occur. At the end of each calendar month, all accounts are reset to the plan rated speeds. You will be advised by email when your allowance reaches 50%, 85% and 100% of your plan limit. (We can not alter this as it is a Govt requirement.)
- Data speeds are the theoretical maximum data rates. The normal caveats apply with all of these data speeds - there are many factors beyond our control which will ultimately affect these data rates, however these rates are offered as an indicative guide to the maximum capabilities of our network.

- Ownership of the equipment remains with the NBN at all times. You are responsible for the external equipment and the associated power supply on your property, just as you are responsible for connection equipment for other services such as power, phone and gas. If the equipment is accidentally damaged or lost, you may be charged for the repair or replacement. Customers are required to use a power surge protection device to help protect your own equipment as well as our equipment. In rural areas, lightning strikes are common!! It is advisable to take precautions and unplug the equipment from the mains power supply during electrical storms or if you are away from home for an extended period.