

Critical Information Summary

Plan		Lite	Standard	Premium	Platinum FAST	Sonic
Unlimited Data Allowance	Typical evening speed	10.8mbps	22mbps	43mbps	86mbps	TBA
	Minimum monthly charge (inc. GST)	\$54	\$64	\$74	\$99	\$129

Information about the service

The Service:

Our **Sonic Broadband** service offers post-paid asymmetrical internet interface speeds* up to 250/25Mbps** via the National Broadband Network where available and an unlimited included data allowance. There are no peak or off peak restrictions on your use.

Mandatory components:

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work. We can provide our preconfigured modem for purchase at any time. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the modem if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Minimum term:

The service is available with a minimum term of 1 month. 30 days written notice is required to terminate the service.

Important conditions:

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may change your plan once per month. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. You may only increase your connection speed once per month.

You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange

the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$299.99 (inc GST) and this will appear on your first bill.

Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds.

**In Fixed Wireless coverage areas, only Standard and Premium plan options are available.

Information about pricing

Minimum monthly charge:

Please refer to the pricing table for pricing information.

All pricing quoted is inclusive of GST.

Maximum monthly charge:

The maximum monthly charge is the monthly plan cost unless you have chosen to rent a modem from us, which is charged at the rate quoted at the time of application.

Billing:

We will bill you in advance. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Early termination charges:

If you cancel your service prior to the end of your contract term (if one applies) you will incur an Early Termination Fee

of the monthly minimum charge times by the remaining months.

Unit Pricing Information:

Please refer to table above for unit pricing information.

Other information

Usage information:

Customers may monitor usage for metered plans by logging into our Customer Portal at the following link:
<https://www.sonicnet.net.au/>

- Your username is your registered email address.
- Your password is selected by you at the time of application for service.

Should you require a password reset please email sonic-support@coastalits.com.au or call 1300 37 37 33.

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300373733 or by sending an email to sonic-support@coastalits.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

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.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

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

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