

## CRITICAL INFORMATION SUMMARY

### Intense 30 GB

Information about the service

#### SERVICE DESCRIPTION

This is a high-speed internet & voice service that is delivered over the National Broadband Network with the Ultimate speed. For more information about nbn speed tiers visit <https://www.iprimus.com.au/nbn/>.

#### PLAN INCLUSIONS

Voice Inclusions: Unlimited Australian Local and National Calls only

Data Inclusions: 30GB Anytime

Once you reach the maximum monthly charge of your prior to the end of your current billing cycle, your service will be limited to 256/256 kbps for the remainder of your billing cycle. Additional Data top ups can be purchased via the Customer Toolbox. Data allowance includes uploads and downloads.

#### CONTRACT TERMS

1, 12 & 24 Months

#### BUNDLING ARRANGEMENTS

This service has a Voice component which will be activated as part of the offering

#### SERVICE AVAILABILITY

The service is only available to eligible residential customers who are located in the area of an

iPrimus NBN enabled area. Your specific access service will be determined by what is available at your location and the service speed you experience for broadband depends on a number of factors, including your equipment, the quality and location of your line, and the applications that you are using. The Voice service component is internet telephony.

#### INSTALLATION

Standard Self Installation is included. If you are in a newly constructed building and not already connected to the nbn, NBN Co may charge you a once-off New Development charge of \$300 (inc GST).

#### HARDWARE

For your internet service you need a compatible modem and telephone handset. You may buy a modem outright from iPrimus or opt for an iPrimus supplied modem at \$0/month (on 12 or 24 month plans only) Supplied modem must be returned if your service is cancelled unless purchased outright. A non-return fee (\$129) applies 30 days after cancellation if not returned. See website for current charges. \$14.95 Postage & Handling fees apply

### Information about pricing

#### CONTRACT INFORMATION

CONTRACT TERM	MINIMUM MONTHLY FEE	EXCESS DATA	SET-UP FEE	MINIMUM TOTAL COST*	COST OF 1 MB OF DATA	EARLY TERMINATION FEES
1 Month	\$74.90	N/A	\$129	\$332.90	\$0.002	N/A
12 Months	\$74.90	N/A	\$99	\$1057.80	\$0.002	\$300.00 Pro-rated over the remaining months of your contract
24 Months	\$74.90	N/A	\$0	\$1797.60	\$0.002	

\*Minimum Total cost is calculated as (Min. Monthly Fee \* Contract Term) + Set-up Fee+ Hardware Fee

Effective date 28 July 2017

Thank you for choosing iPrimus for your telecommunication needs

**VOICE INFORMATION**

Local call:	Included	13/1300 calls:	44c Per Call
National/Interstate call:	Included	Flag-fall:	45c
Australian Mobile Calls:	36c Per Minute		
Cost of standard 2 min call to Australian Mobiles	\$1.17	International calls:	Please visit <a href="http://iprimus.com.au">iprimus.com.au</a>

iPrimus fair usage policy applies on included calls. Please check the iPrimus website for all other call type charges

**Other information**

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**FULL TERMS**

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [iprimus.com.au](http://iprimus.com.au) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products & services to you.

**CONTACT DETAILS**

T: 1300 85 44 85 F: 1300 85 58 58

E: [customerservice@iprimus.com.au](mailto:customerservice@iprimus.com.au)

**COMPLAINTS & DISPUTES**

If you have a complaint or a dispute please contact us on the below details

T: 1300 85 88 44 F: 1300 85 20 04

E: [cco@iprimustel.com.au](mailto:cco@iprimustel.com.au)

**Telecommunications industry Ombudsman (TIO)**

If you are still not satisfied with the steps taken by iPrimus to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with iPrimus & is an option of last resort.

You can contact the TIO on the below details

T: 1800 062 058

W: <http://www.tio.com.au/about-us/contact-us>

**USAGE INFORMATION**

For information about your current usage levels please use the iPrimus account toolbox, available at [toolbox.iprimus.com.au](http://toolbox.iprimus.com.au) or contact Customer Service

**PAYMENT OPTIONS**

Accounts must be paid by Direct Debit. If iPrimus allows you to pay by another method, a \$2.95 fee applies per bill. Internet customers paying by direct debit will receive bills online through their iPrimus Account Toolbox

**RECEIVING STATEMENTS**

You can save & support the environment by opting for email billing. To switch to email billing, go to [iprimus.com.au/emailmybill](http://iprimus.com.au/emailmybill) & complete the request, otherwise a \$2.50 fee applies per paper bill