

## CRITICAL INFORMATION SUMMARY

### No Worries Fibre Max Intense Starter

#### Information about the service

##### SERVICE DESCRIPTION

The No Worries Fibre Max Intense Starter broadband internet plan is delivered over Fibre technology to your premises, delivering high-speed Internet access.

##### MINIMUM CONTRACT TERM 12/24 Months

**KEY DETAILS** iPrimus Fibre is a Broadband consumer-grade residential internet service. 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, software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Not available in all areas or to all customers. Fibre is available only to eligible iPrimus residential customers who are located in the area of an iPrimus Fibre enabled exchange.

We will provide the service at the address which you nominate. If you relocate, iPrimus may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

iPrimus Fibre Voice plans provide residential access to make and receive calls over the internet to the Public Switched Telephone Network (PSTN), via Voice Over Internet Protocol technology.

Fibre Voice is internet telephony. The availability and quality of the service may differ from a standard telephone. iPrimus only offers this service to customers who agree to waive all rights under the normal Customer Service Guarantee for this service. More information about iPrimus VoIP services and the Customer Service Guarantee is available on [iprimus.com.au](http://iprimus.com.au)

iPrimus Fibre Voice can ordinarily be used to call the emergency number 000, however you should not regard any VoIP service as a reliable service in an emergency. Priority Assistance does not apply to iPrimus Fibre Voice services. Fibre Voice services are not recommended if you/another resident have a disability, serious illness or other life threatening condition necessitating an uninterrupted phone line.

Standard installation is included. Non-standard installations may incur additional costs.

##### 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

##### PLAN INCLUSIONS

The No Worries Fibre Max Intense Starter Broadband plan includes 200GB of broadband data. Data allowance includes uploads and downloads.

Included unlimited standard national, local, and calls to Australian mobiles are strictly for ordinary residential use (iPrimus acceptable use policy applies).

Excludes calls to 13/1300 numbers, premium numbers and other special services which are charged at the applicable rate. Any included call value expires at the end of each billing period and is not refundable or transferable

**SHAPING** No excess data charge - if the monthly data allowance is exceeded the connection speed will be limited to 256/256kbps speed for the balance of the billing cycle.

#### Information about pricing

CONTRACT TERM	MINIMUM MONTHLY FEE	EXCESS DATA	SET-UP FEE	MINIMUM TOTAL COST	COST OF 1 MB OF DATA	EARLY TERMINATION FEES
12 Months	\$109.00	N/A	\$99	\$1481.95	\$0.0005	\$250.00 Pro-rated over the remaining months of your contract
24 Months	\$109.00	N/A	\$0	\$2630.95	\$0.0005	

Effective date 28 July 2017

Thank you for choosing iPrimus for your telecommunication needs

## 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