

# Base NBN & Phone Bundle 12/1



Unlimited NBN Bundle (BYO Modem)

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

The Nextalk Base 12/1 mbps Unlimited NBN Bundle is an internet and phone service. This plan is available for both residential and business consumers.

#### What's Included?

You will be supplied Unlimited NBN Data with 12 mbps download speed and 1 mbps upload speed. If you have opted to purchase a modem from us, we will supply you with an NBN Ready pre-configured Wi-Fi Modem. Your plan fee includes the NBN Voice Telephone service line, including unlimited local and national calls. All other calls made are subject to our call charges. Refer to 'Call Charges' for additional information.

#### What's Not Included?

There are no early termination charges for this service. No pro-rata credits or refunds are offered for cancelled accounts.

#### Minimum Term

The minimum term is 12 months (plan term).

### INFORMATION ABOUT PRICING

#### How much will I pay?

|                            |          |
|----------------------------|----------|
| Minimum Monthly Access Fee | \$69.00  |
| Setup Fee                  | \$0.00   |
| Modem Fee                  | \$69.00  |
| Postage & Handling         | \$20.00  |
| Total Minimum Cost         | \$917.00 |

#### Maximum Monthly Charge

The maximum monthly charge is \$69 plus charges for any telephone calls that are made.

#### Early Termination Charge

If your service is cancelled within the contract term, the Early Termination Fee (ETF) will apply. The ETF is \$99 per service.

#### Internet Charges

The plan includes unlimited data which is subject to our Fair Use Policy.

#### Call Charges

|                  |                                    |
|------------------|------------------------------------|
| Local Calls      | Included                           |
| National Calls   | Included                           |
| Calls to Mobile  | \$0.40 per min<br>\$0.40 flag fall |
| Calls to 13/1300 | \$0.45                             |

## OTHER INFORMATION

### Usage Information

Information regarding call usage may be obtained via the 'My Bill' Portal, link provided below. Alternatively, you may contact our dedicated Customer Care Team who will be happy to assist with your enquiry.

[www.nextalk.com.au/mybill](http://www.nextalk.com.au/mybill)

### Other Fees and Charges

|                            |                  |
|----------------------------|------------------|
| Late Payment Fee           | \$22             |
| Paper Bill Charge          | \$2.95 per month |
| Non-Direct Debit Surcharge | \$3.95 per month |
| Cheque Processing Fee      | \$3.95           |

### Customer Care Contact Details

|                    |  |
|--------------------|--|
| Hours of Operation | Monday to Friday<br>8:30AM – 5:00PM  |
| Phone              | 1300 639 825   |
| Fax                | 1300 785 041   |
| Email              | <a href="mailto:customerservice@nextalk.com.au">customerservice@nextalk.com.au</a><br><a href="mailto:complaints@nextalk.com.au">complaints@nextalk.com.au</a> |
| Post               | Nextalk Communications<br>GPO Box 774<br>Melbourne VIC 3001  |

### Refund Policy

If you place an order with Nextalk and cancel due to change of mind, no refund will be provided if your order has been submitted and is "in-progress" with the carrier.

An order is deemed "in-progress", once we notify you that the payment has been processed.

### Complaint Handling Policy

Information regarding the Nextalk Complaint Handling policy may be accessed on our website via [www.nextalk.com.au/documents/Nextalk\\_Complaint\\_Handling\\_Policy.pdf](http://www.nextalk.com.au/documents/Nextalk_Complaint_Handling_Policy.pdf)

Nextalk strives to deliver the highest quality customer experience at all times. Should we be unable to resolve your complaint to your satisfaction, you may refer to the Telecommunications Industry Ombudsman (TIO) for further assistance, after you have spoken with us, by phone on 1800 062 058. For full contact information, visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)