

# Critical Information Summary – amaysim Broadband

Valid from 20 August 2018

## Information about the service

### Description of the Service

amaysim's broadband service delivers high speed unlimited internet access to the boundary point of your premises. The line speed of your broadband connection will be delivered via one of the following chosen plans:

- **Basic Speed Plan** – Ideal for everyday use, browsing and emailing
- **Standard Plus Speed Plan** – Ideal for medium to large families, 4K videos, emailing and networking
- **Premium Speed Plan** – Ideal for multiple 4K video streams, uploading & downloading large files, multiple devices

This product is a Pre-paid service and bills will not be issued. Please see the pricing table below for charging information related to each service offering. This Service offering is available to new amaysim broadband customers only.

### Product Availability

amaysim's broadband service is only available within selected coverage areas. While we perform preliminary qualification checks for Service availability, the Service type is subject to change based on detailed service qualification checks. amaysim's broadband Service is available to residential users for personal use only.

### Speeds and Throughput

Broadband speeds may vary depending on factors including internet traffic, the speed of the site you are visiting, the configuration of your computer hardware and software, the performance of infrastructure not operated by amaysim, the number of users simultaneously using the network, the time of day that you access the network, as well as the speed of Wi-Fi networks and traffic on your internal network. Actual speeds on FTTB/N services will be confirmed once available. Services delivered over FTTB/N may not be able to obtain typical plan speeds.

### Required Equipment and Installation

Unless already connected, a technician may be required to install equipment at your premises. You will also need a compatible modem in order to connect to and use the Service. amaysim can provide a modem as detailed in the pricing table below. If a technician appointment is required to install equipment at your premises, you must have permission from the owner of the property (if this is not you) and be over the age of 18. We do not support equipment or wiring beyond the network boundary. A technician fee (Service Activation Fee) of up to \$108.90 will apply depending on your address. If this applies, we'll get your permission before you're charged.

### Minimum Term

The minimum term is one calendar month. Service is provided on a rolling month to month basis. You may cancel at any time. Any payments made prior to cancellation are forfeited.

### What's Included

Unlimited data uploads and downloads on your chosen amaysim plan. Personal use only and [Fair Go Policy](#) applies.

## Information about pricing

### Current plans available for purchase

Plan	Included Data	Minimum Monthly Charge
Basic Speed	Unlimited	\$60 / Month
Standard Plus Speed	Unlimited	\$70 / Month
Premium Speed	Unlimited	\$90 / Month

### Legacy plans

Plan	Included Data	Minimum Monthly Charge	Withdrawn from sale to new customers
Standard Speed	Unlimited	\$70 / Month	1 March 2018

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**New Development Fee (or similar)** A New Development fee of up to \$330 will apply depending on your address. If this applies, we'll get your permission before you're charged. A new development area refers to the first connection at a premises in a newly developed area i.e. a suburb with no pre-existing telecommunications infrastructure, or the first connection(s) at premises in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land. This fee cannot be waived and is levied by the underlying network provider.

## Early Termination

You may cancel at any time. Any payments made prior to cancellation are forfeited, so you may forfeit your entire monthly charge if deducted prior to cancellation.

## Modem

You may elect to purchase a modem from us for \$125.

## Other Information

### Billing

The Service is a Pre-paid Service and bills will not be issued for monthly plan charges. Your nominated payment method will be billed in advance on the same date each month. Fees for incorrect call out will be sent to you via invoice and deducted from your elected payment method after 10 working days.

### Plan Changes

All requests to change your plan are free. Where a plan change occurs, you will be provided with a pro-rata credit for the remainder of your prepaid billing period if applicable, you will then be charged the difference between your pro-rata credit and the new plan charge amount. You may only request to change your access plan once per 30 days.

### Phone Services

amaysim do not provide a home phone or fixed wire telephone service. You may elect to retain a home phone / fixed wire telephone service with your existing service provider, but we cannot guarantee its operation once an amaysim broadband Service has been connected.

### Backup Battery

amaysim do not provide a backup battery for premises serviced by Fibre to the Premises and connected to a Network Termination Device. If you have a modem or telephone handset connected to the NTD, then you will not be able to use the internet Service or telephone line in the event of a power outage.

### Medical Equipment / Alarms

Medical equipment / security alarms will only work over the Service if compatible. You should check compatibility with the alarm provider. These alarms may not work in the event of a power outage as amaysim do not supply a backup battery.

### Cancelling your Old Service

To avoid downtime, or in the event of an issue, please do not cancel the service with your old provider until we have confirmed that the amaysim broadband Service has been connected.

### Help and Support

If you have any questions, go to [www.amaysim.com.au/help](http://www.amaysim.com.au/help), click on the Live Chat link, email [service@amaysim.com.au](mailto:service@amaysim.com.au), or call 1300 808 300 from any other phone (standard call charges apply).

### Complaints Handling

If you have a dispute with amaysim, or wish to make a complaint, please contact our customer service team, or lodge a complaint via: [www.amaysim.com.au/help/contact/complaints](http://www.amaysim.com.au/help/contact/complaints). If unsatisfied with our handling of your complaint you may seek mediation with the Telecommunications Industry Ombudsman, contactable via: [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us) or by phone on 1800062058. You must first contact us to lodge your complaint directly with amaysim before making contact with the TIO.

### This is a summary only

Full legal terms and pricing available at: [www.amaysim.com.au/terms-policies](http://www.amaysim.com.au/terms-policies)