

CRITICAL INFORMATION SUMMARY

For your residential NBN®broadband

Services are delivered by the NBN® network

Home nbn® Plan	Go Easy	Go Quick	Go Mega	Go Mega Plus	Go Wild**	Go Troppo**
Typical Evening Speed	25Mbps / 8.5Mbps	50Mbps / 17Mbps	100Mbps / 17Mbps	100Mbps / 34Mbps	250Mbps / 21Mbps	700Mbps / 42Mbps
nbn® Speed Tier *	25/10	50/20	100/20	100/40	250/50	1000/50
Included Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Monthly Charge	\$69.95	\$79.95	\$89.95	\$94.95	\$109.95	\$124.95
Minimum Term	1	1	1	1	1	1
Early Termination Charge	\$0	\$0	\$0	\$0	\$0	\$0

¹ Typical evening download and upload speeds are measured between 7 p.m. and 11 p.m. The NBN® speed tier refers to the maximum speed of the technology installed at your premises. Actual speeds may be slower due to various factors. See the Broadband Speeds section below for more information.

² This plan is only available for FTTP and certain HFC connection types. Please use our address-checking tool on the website to verify if this plan is available to you.

Service Description

The nbn® Go Troppo Unlimited Plan offers internet service through the National Broadband Network (FTTN, FTTB, FTTC, HFC & FTTP) and is accessible in enabled areas. These plans are exclusively for residential use and are not designed for business purposes.

Mandatory Components

To use our service, you will need an nbn® compatible modem/router. We offer a modem/router for a one-time upfront fee if you need one, and you can find current pricing on our website. If you prefer to bring your own modem, it must be compatible with your nbn® technology type, and you will need to set it up on your own. Please note that our support for BYO devices is limited to best efforts.

Key Information

Our service operates on a flexible no lock-in contract with a minimum term of one month. You have the freedom to cancel at any time before the close of business on the last day of your billing period – 6pm. Please refer to the 'Billing' section of this CIS for details on finding your billing period. Upon cancellation, you will not receive a refund or credit for any unused days remaining in the billing period. All Go Troppo nbn® Personal Plans come with unlimited data and are subject to the Go Troppo Fair Use Policy found on our website.

Standard Installation

Your plan covers standard installation, but you might need a 240-volt power supply for nbn-supplied equipment. If you decide to upgrade to FTTP, you will need a separate power supply, and you won't be able to return to a copper service once you switch to an nbn® service.

Non-standard connection charges

NBN® may charge a \$300 new development fee for deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an NBN® connection, including (but not limited to) new dwellings, lots under reconstruction, and new buildings with a new mailing address. We will inform you at signup if this fee applies.

Hardware Policy

If you cancel your plan at any time, we will not refund the cost of any hardware purchased from us, except as outlined in our **Hardware Limited Refund Policy** or as required by law. Modems are yours to keep, are unlocked, and can be used with an alternative provider or technology type. Please review our **Hardware Warranty Information** for details about your rights if you experience a fault with a device purchased from us

Other Information

Manage your Plan

Your management tool is available to all Go Troppo customers free of charge via the **Self care Portal**

Service details and coverage

This Go Troppo nbn® service is provided using the nbn® network. Go Troppo is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Billing

We will bill you in advance for the first month's plan fees and any hardware charges. Starting from the second month, you will receive monthly account charges, with the bill issued on the date your first service was activated. Receiving your monthly bill online via the Customer Portal or email is free.

Each service on your account may have a different billing period.

You can find the billing period for each service:

- on your invoice;
- in the Customer Portal; or
- by contact Customer Service

Important: Billing for your NBN® service begins on the day NBN Co. completes the activation, which is not the same day you plug in the modem and go online. Therefore, we encourage you to start using the service as soon as possible, as charges will begin from the activation date.

Additional account fees

The following account fees apply: Non-direct debit fee: \$4.50

Bounced payment fee: \$6.00

Paper Bill Fee: \$4.50 (available on request only)

Late Payment Fee: \$16.50

VISA/Mastercard surcharge: 1% American Express Surcharge: 2% PayPal surcharge: 1%

Internet Broadband Speeds

The actual speeds you receive may vary due to several factors, including the number of users on the service at the same time, hardware and software configurations, the connection method within your premises, and the type or source of content being uploaded or downloaded.

NBN® services using FTTB, FTTC, or FTTN technology may not support the highest speed tiers. We cannot determine the exact maximum speed you will achieve until your service is connected.

If you're not satisfied with the broadband speeds on your NBN® service, please contact us as soon as possible. We may suggest troubleshooting steps to improve your speeds. If, after upgrading to a higher speed tier, you're unable to achieve the typical speeds for that plan, we will inform you, offer to move you to a lower speed tier, and refund any extra payments for the higher tier. You also have the right to cancel your plan at no cost.

We Are Here to Help

If you have any questions, call us on [1300 876 776](tel:1300876776). Or you can visit us at gotropo.com.au for additional information.

Complaints

If you have any concerns or complaints, access our complaint resolution process at gotropo.com.au/policies (click on 'Customer Complaints Handling Policy').

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policy tab of our website.