

# Critical Information Summary for our Pulse **nbn**<sup>TM</sup> Home Plans

## Pulse **nbn**<sup>TM</sup> Plans

Pulse **nbn**<sup>TM</sup> Home Plans provide high speed internet access for home users who want to get the most out of their **nbn**<sup>TM</sup> experience. Pulse **nbn**<sup>TM</sup> Home Plans are available in areas serviceable by **nbn**<sup>TM</sup> using Fibre to the Premise (FTTP), Fibre to the Basement (FTTB), Fibre to the Node (FTTN), Fibre to the Curb (FTTC), Hybrid Fibre Coaxial (HFC), or Fixed Wireless.

Monthly Charge	Set Up Charge	Included Data Allowance	Minimum Contract Cost
<b>Pulse <b>nbn</b><sup>TM</sup> 25 plan with Unlimited Landline Bundle</b>			
\$79.95	\$129.00	Unlimited Data	\$208.95
<i>Pulse NBN 25 is best for browsing the web, streaming videos and email. This plan is not available without the Unlimited Landline Bundle.</i>			
<b>Pulse <b>nbn</b><sup>TM</sup> 50 plan</b>			
\$89.95	\$129.00	Unlimited Data	\$218.95
<i>Pulse NBN 50 is best for browsing the web, video calls over the internet, streaming videos in HD, working from home and uploading and downloading large files. This plan is not available for <b>nbn</b><sup>TM</sup> Fixed Wireless customers.</i>			
<b>Pulse <b>nbn</b><sup>TM</sup> 100 plan</b>			
\$99.95	\$129.00	Unlimited Data	\$228.95
<i>Pulse NBN 100 is best for working from home, 4k video streaming, uploading and downloading large files and multiple people using the internet at the same time. This plan is not available for <b>nbn</b><sup>TM</sup> Fixed Wireless customers.</i>			

### About **nbn**<sup>TM</sup> Service Speeds

**nbn**<sup>TM</sup> service speeds may vary based on a number of technical factors. For more details about the factors that can impact your speed please speak with one of our staff or visit the **nbn**<sup>TM</sup> website at <https://www.nbnco.com.au/learn-about-the-nbn/speed/making-the-most-of-your-internet-connection.html>.

When you sign up for a service, we will be able to advise you on the maximum speed available for your service and the average speed we expect you to achieve during peak times on our network. If your service fails to meet these speed targets, you may move to a lower plan for no additional cost.

### Contract lengths and charging intervals

All our Pulse **nbn**<sup>TM</sup> plans listed have a minimum contract period of one month. The minimum charging interval is one month. When you sign up to one of our **nbn**<sup>TM</sup> services, we will take an initial payment for the Set Up Charge and the first month service fee. Once your service is connected, we will charge you monthly, in advance, for your service.

### What's included in the Set Up Charge

Set Up Charge includes an **nbn**<sup>TM</sup> ready modem, configuration, and postage to your nominated postal address.

### Home Voice Add-on Plans for use on the nbn™

	Monthly Charge	Set Up Charge
<b>Unlimited Landline</b> (unlimited calls to Australian landlines)	\$10.00	\$50.00
<b>Unlimited Aussie</b> (unlimited calls to Australian landlines and mobiles)	\$20.00	\$50.00

### Home Voice Add-on Call Costs

Item	Cost	Charging Interval
1300/1800 Calls	\$0.45	Untimed
Timed call flag fall	\$0.29	
Transfer your existing telephone number to one of our Pulse voice plans	\$55.00	
<b>Mobile Call Rates for Unlimited Landline Package</b>		
Mobile Calls	\$0.35	per minute
Minimum call cost of a 2-minute mobile call	\$0.99	

All timed calls (e.g. mobile calls on the Unlimited Landline plan, and international calls) are billed in one minute intervals.

### What's included in the Home Voice Set Up Charge

The Voice Set Up Charge includes a pre-configured Internet Voice Gateway to connect your existing telephone handset. Our voice add-on plans rely on an active and working internet connection. This service is not suitable for critical care devices such as medical alarms, fire panels or lifts. For more details, please contact your device service provider.

### Other important details

#### Monitoring your service usage

You can monitor and track your service usage at any time at <https://rwts.com.au/usage/>.

Unlimited data and voice services do not have any usage caps or limits. Services are subject to our Acceptable Use Policy, which is available on our website. Please note that unlimited voice services are only for use in a home or residential context. These services may not be used primarily for business purposes. If you require a business service, please contact our team for more detail about our business voice plans.

#### When will you be invoiced

Each month you will be invoiced to your nominated e-mail address within the first 3 business days of the month. Payment is taken by direct debit on 14th day of the month and will include your service rental for the following month and any usage charges from the

#### Service Faults and Support

Our helpdesk is available during standard business hours (9am – 5pm, Monday to Friday) on 1300 798 718. You can get help for your service by visiting <https://helpdesk.realworld.net.au> at any time. This website, which you can access from your desktop or mobile device, has information about service configuration, usage and settings. It will also let you tell us about a fault with your internet service. Please be aware that **nbn™** service faults are handled by our team during standard business hours.

previous month. If the 14<sup>th</sup> day of the month is on a weekend or NSW public holiday, the direct debit will occur on the next business day.

### Additional applicable fees and charges:

Item	Fee
Non Direct Debit Fee	\$3.50
Paper Invoice Fee	\$3.50
Late Payment Fee	\$15.00
Credit Card Surcharge	1.5%
<b>nbn™</b> Internet Plan Changes	\$35.00 per request (limit to one per calendar month)
Connection of a new <b>nbn™</b> Service where the existing infrastructure can not be used	\$300.00 plus labour and materials as may be required to service your property. These additional charges are passed directly through us from nbn co ltd.
New Development Fee (this fee is charged by nbn co ltd. to the first service connected in a new development area)	\$300.00

### Dispute and Complaint Resolution

If you have a problem with your service and need to access our dispute resolution team you can access our Complaints process at <https://rwts.com.au/complaints/>

If you are unable to resolve your dispute or complaint with us, you may contact the Telecommunications Industry Ombudsman (TIO) by phone on 1 800 062 058 or by fax on 1 800 630 614 or online at <http://www.tio.com.au/making-a-complaint>. This is a free service.

### Further Information

For a full list of our terms and conditions, please visit [rwts.com.au](https://rwts.com.au). HyperConnect is a trading name of Real World Technology Solutions Pty Ltd, ABN 74 101 234 664.