



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Cybertel NBN** plan. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

The minimum term of the plan is **6 months**.

Included Data

All Cybertel NBN plans come with unlimited data.

Internet Speeds

Up to **25Mbps / 10Mbps**

Up to **50Mbps / 20Mbps**

Up to **100Mbps / 40Mbps**

Speed quoted are maximum theoretical speeds. Actual speeds you will receive will vary due to a number of factors such as your equipment, software, and internet traffic.

INFORMATION ABOUT PRICING

Plan	Monthly Charge	Monthly Included Data	Total Minimum Charge
25/10 Mbps	\$79	Unlimited	\$474
50/20 Mbps	\$89	Unlimited	\$534
100/40 Mbps	\$119	Unlimited	\$714

Data Usage Guide: Watching movies or TV show on Netflix usage about 1GB of data per hour for each stream of standard definition video and up to 3GB per hour for HD video.

For further information about NBN in Australia and how to get the best out of your connection you can visit <https://www.commsalliance.com.au/BEP>

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term, you will be charged an Early Termination Fee (ETF) of \$99.

Connection Charge

6 Month Term: **\$0**

Cybertel will arrange a minimum of two appointments which are needed to connect your service to the NBN Network. A Standard installation of the NBN equipment is included, however if your installation is non-standard, NBN or Cybertel will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill.

The first NBN connection at a new development may be subject to a government issued \$300 New Development Charge.

If your connection is FTTN, FTTB or FTTC your NBN connection will need a copper line to run on. If you do not currently have an active copper line for NBN to use, there will be a new copper charge of \$299 for your connection.

OTHER INFORMATION

Availability

NBN Broadband is not available everywhere, you must check with us whether we can deliver a service to your location. Multi-Dwelling Units (MDUs) are not available from Cybertel as yet.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN equipment, including where it is installed within your home.

Equipment

Cybertel can supply hardware which is certified for use on the NBN network upon application.

You may choose to supply your own equipment, however, you will be responsible for the configuration and implementation of the device. Cybertel will support the device ongoing on a "best effort" basis.

Service and Plan Changes

Once you connect an NBN service, you won't be able to move your service back to the existing copper network as the copper network will be decommissioned in the short to medium future.

Billing

We will bill you in advance for the minimum monthly charge. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle and your connection fee.

We're here to help

Cybertel Telecom is a boutique Telco and we pride ourselves on personalized service and outstanding customer care. If we have not provided the knowledge or support you expect, we want to know about it so we can do better.

If you have any questions, just call us on 1300 763 201 so we can serve you better. You can also visit us at www.cybertel.net.au for additional information, including to access information about your usage of the service.

Complaints

Any complaints or feedback you have for us can be sent via email to customerservice@cybertel.net.au.

The quickest way to resolve your complaint is by speaking with one of our consultants. If they are unable to solve your problem, a manager will take responsibility for your issue. Should you wish to speak to a team member about your complaint, please phone 1300 763 201 8.30am – 5.30pm Mon – Fri.

If you wish to lodge a written complaint you can send correspondence to customerservice@cybertel.net.au
Or

Cybertel Telecom Customer Relations
PO Box 502
CLEVELAND QLD 4163

Cybertel aim to respond to your complaint within 48 hours and resolve complaints within 10 working days of receipt of the complaint.

If your complaint is not resolved and you would like it investigated further, we will be escalated to a Senior Case Manager.

To ensure your complaint is resolved, we may need to contact you to find out more information and to discuss the matter with you. We ask, while your complaint is being investigated, that amounts that are not in dispute are paid on time. Should your matter require extra time to resolve, we will discuss this with you and provide you with updates.

If you are not satisfied with the case review of your complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us.

To lodge a complaint with the TIO you can call 1800 062 058 or write to:

TIO
PO Box 276
Collins St West VIC 8007