

# Critical Information Summary

## Critical Information Summary Unlimited Internet Plan

### DESCRIPTION ABOUT THIS SERVICE

Pronto Broadband's Unlimited Internet data plans deliver broadband internet connectivity over one of our partner networks' Fibre Optic Infrastructure to the Network Boundary Point at your premises. The network partner for this service will depend on your address.

The Unlimited Internet data plans are designed for residential customers and domestic users and should not be used primarily for public, business or commercial use. The Unlimited Internet data plan is invoiced on a monthly billing cycle.

Plan Name	Basic Fibre	Standard Fibre	Fast Fibre
Min. Monthly Charge (inc. GST)	\$69.99	\$79.99	\$99.99
Data Allowance	Unlimited	Unlimited	Unlimited
Min. Contract Term	1 Month	1 Month	1 Month
Early Termination Fee	N/A	N/A	N/A
Typical Evening Download / Upload Speed	22/4 Mbps	48/17 Mbps	95/17 Mbps
Fibre Speed Tier Max Upload Speed	2-5 Mbps	10-20 Mbps	10-20 Mbps
Voice Basic	\$10 Local, National and Mobile calls included within Australia International calls. Refer to <a href="http://prontobroadband.com.au/international-call-rates.pdf">prontobroadband.com.au/international-call-rates.pdf</a>		
Voice Plan inclusions			
Voice Plan exclusions			

Hardware	Cost (Inc GST)	Delivery Fee (Inc GST)	Warranty Period
ZTE H1600	\$149	21	24 months

**Bundling:** You don't have to bundle this service unless you wish to bundle Voice services with your Internet Service.

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## Service Availability

The Fibre Internet Service is available in Apartment buildings and housing estates serviced by Opticomm, Redtrain or Vision Network. Availability is subject to a service qualification check which will be performed when you request to sign up. The technology used to deliver the Fibre Internet Service will depend on the connection between your premises and the Fibre Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'); (5) Fibre to the Riser (FTTR).

## Installation

Standard installation is included. Pronto Broadband does not offer Non-standard installations or professional installations.

If advised by our supplier that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. You must be over the age of 18 to have Pronto Broadband Fibre Internet installed. If you are the owner of the property you must provide consent for to install the Fibre Internet Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

## About Plan Speeds

The Fibre Internet speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the Fibre Network. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be slower. For more information, see about key fact sheet on busy speeds relevant to your plan.

Not all FTTN, FTTB or FTTC or FTTR access lines support all speed tiers. Pronto Broadband cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line will not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

## Equipment Required

You must have a Fibre Internet compatible modem for this service.

Pronto Broadband offers a choice of compatible modems, as set out below. Each modem is Wi-Fi enabled and will allow connection to Wi-Fi compatible devices in your home. The manufacturer's warranty period begins from the date of purchase.

## Important Information about Voice service

- You must agree to waive your rights under the Customer Service Guarantee before we will supply you the Voice service.
- This service may not be suitable with your Business Alarm system so please check with your alarm provider to confirm
- Emergency calls: This service will not work if there is an interruption to your internet connection. That includes dialling emergency numbers such as 000.
- This service is not suitable for people with life threatening medical conditions that require priority assistance security controls.
- Number porting: Number porting is available and needs to be requested at time of application. This is subject to number portability being available from your existing provider.
- The following cannot be called from this service: Australian Premium Rate Numbers (i.e. 190x), operator assisted numbers, special service numbers and certain high risk international destinations (listed here).

## Payments

Payments can only be made via direct debit from your credit card.

## Early Termination Fees

Pronto Broadband Internet plans are supplied on month to month plans. Customers are permitted to terminate the acquisition of the Service at any time, but you will forfeit any prepayments already made.

## OTHER INFORMATION

### Full Terms

This information is a summary only. Visit [here](#) for our Standard Form of Agreement which sets out the full terms and conditions on which we provide our products and services.

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## **Billing Information**

You will receive your bill notification via email and your bills will be available online via My Account. Your minimum monthly charge plus any applicable additional charges will be debited from your nominated payment method as per the due date on the bill.

You will be billed on a recurring monthly basis until you notify us you wish to cancel. We require 30 days notice if you wish to cancel your service.

## **Usage Information**

Customers can obtain information on their usage by visiting My [Account](#) or by contacting customer support on 1300 304 038.

## **Customer Support Contact Details**

You can contact Pronto Broadband Customer Support for Support or Billing assistance via 1300 304 038

## **Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy [here](#).

## **Telecommunications Industry Ombudsman**

If you are dissatisfied with the outcome of your complaint after following our Dispute Resolution Process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://www.tio.com.au/making-a-complaint>

## **Broadband Education Package**

To better understand broadband technologies and the factors that can influence the performance of your broadband service, please visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>