



# HOME NBN™ PREMIUM

## ICT SOLUTIONS

### Critical Information Summary

#### SERVICE DESCRIPTION

Information about the service

Your plan sets out the pricing that applies when you sign for a Trikon Home NBN™ Service.

#### INFORMATION ABOUT PRICING

	PREMIUM
Minimum Monthly Fee first 6 months	\$70
Minimum Monthly Fee after 6 months	\$75
Minimum Fixed Term (Months)	1
Standard Inclusions*	<ul style="list-style-type: none"> <li>Unlimited Download</li> <li>Unlimited Upload</li> <li>Compatible Modem</li> <li>Static IP Address (\$5)</li> </ul>
Minimum Termination Fee*	• \$0

#### ADDITIONAL FEES & CHARGES\*

The following are some examples of connection charges that may apply to your service:

Standard Activation/ Setup Charge (No Technician)	\$150
New Line Connection (Cabling, Onsite Visit/ labour)	\$300
New Number	\$300
Subsequent Installation	\$299
Hourly Labour Onsite Fee	\$150
Porting Fee(s)	\$100
Hardware Postage and Handling Fee(s)	\$20
Add Pack (Includes unlimited mobile calls)	\$10
Call Pack (Includes unlimited local, national & mobile calls)	\$15

Separate charges apply for each additional connection point at the same property and for more complex connections. You may be charged a deposit if multiple additional charges are incurred prior to the Technician's attendance. All charges are excluding GST and payable by the Due Date as specified on your invoice.

#### AVAILABILITY

You can choose Trikon Home NBN™ Service if your residence is serviceable with NBN Service.

#### TECHNOLOGY TYPES

This service is supplied using the National Broadband Network (NBN).

We Provide NBN using the following technologies:

- Fibre to the Node (FTTN)
- Fibre to the Curb (FTTC)
- Fibre to the Building (FTTB)
- Fibre to Premise (FTTP)
- Hybrid Fibre Coaxial Network (HFC)
- NBN Fixed Wireless

NBN is available in selected coverage areas and is subject to in-frastructure availability as and when updated by NBNCO. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper-based service. Additional Information available [www.trikon.com.au](http://www.trikon.com.au)

#### CHARGE CHANGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will make every attempt to notify you about this change. You agree we reserve the right to charge you any reasonable increase with- out notice, payable under the existing agreement.

#### MINIMUM EARLY TERMINATION FEE (ETF)

Any discount(s) will be rescinded upon cancellation and there will be no additional cancellation charges. You will need to clear your dues until the last activation date of the service.

#### BUNDLING ARRANGEMENT

If you offer to contract with Trikon, this summary applies for the service type as a standalone and specifics are listed in any offer or agreement signed. If you contract multiple services, you may be eligible for a discount refer to [trikon.com.au/terms](http://trikon.com.au/terms).

#### FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

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*This summary does not reflect any discounts or promotions which may apply from time to time.*

### OTHER INFORMATION

#### CONNECTION TIME FRAMES

Once we have approved and accepted your application, we will try to connect your Home NBN Service on the earliest and best available date, however, this is not always possible. For any extended delays, we will make every reasonable effort to contact and advise you as to the reason(s). You are required to contact us where the delay has fallen out-side of the agreed timeframe as per your written agreement. If there has been a previous working Home NBN Service at your premises and we can reconnect it without having to visit your premises, the node or anywhere in between we aim and estimate a minimum connection timeframe of up to 14businessdays.

Non-exhaustive factors to account for:

- a) Distance and Location
- b) Appointment Availability
- c) Order Type

#### GETTING READY FOR THE NBN™ NETWORK

If the NBN network is soon to be available at your premises and you wish to prepare for the transfer to the NBN network with Trikon, we will set you up with NBN ready services, manage your transfer and attempt to make the transfer as smooth as possible. To do this, we will need your agreement, assistance and confirmation to access your premises. Where essential, we will contact you about any requirements or changes, regarding NBN Ready Services.

1300 880 687

**TRIKON PTY LTD**  
ABN 47 12 4822591  
info@trikon.com.au

www.trikon.com.au