



ABN 53 605 822 062

# CRITICAL INFORMATION SUMMARY

## Mint NBN 100

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### INFORMATION ABOUT THE SERVICE

#### Service Description

The Mint NBN 100GB plan is an internet service provided over the National Broadband Network (NBN) and is available in NBN enabled areas.

#### Installation Requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises along with an NBN suitable modem. A 240-volt power supply is required and you must ensure such a power supply is available. 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 service.

#### Minimum Contract Term and connection charges

6 Months minimum term. \$0 Set Up Fee

You can cancel at any time by calling us on 1300586468. We won't refund any money you have already paid and if within contract you will incur an Early Termination Fee which will be required to be paid in full.

An optional NBN compatible Wi-Fi modem can be supplied from \$99.00 with a postage and handling fee of \$19.95

#### Key Details

The Mint NBN 100 plan includes 100GB of data and interface speeds starting from up to 25Mbps\* download and up to 5Mbps\* upload. Your data allowance includes uploads and downloads. Any unused data expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 256kbps until the next billing cycle commences.

\*interface speeds refer to the speed of the fibre technology installed at the customer's premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

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### INFORMATION ABOUT PRICING

Mint NBN 100 Speed	Minimum Monthly Access Fee Per Service	Minimum Total Cost Per Service (6 months)	Cost of 1MB of Data
25/5 Mbps	\$64.95	\$389.70	\$0.00065/MB
50/20 Mbps	\$74.95	\$449.70	\$0.00075/MB
100/40 Mbps	\$84.95	\$509.70	\$0.00085/MB

#### Early Termination Charge

If you cancel your service within the Contract Term, Early Termination Fees (ETF) will apply. ETF is calculated as \$99 per service.

For details of charges of usage types not listed, please call Customer Care on 1300 58 MINT (1300 58 6468).



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## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) for our Standard Form of Agreement, Fair Use and Acceptable Use policies, which set out terms and conditions on which we provide our products and services.

### Usage Information

For information about your current usage levels please review the details on our Self-Care Portal found at [www.minttelecom.com.au](http://www.minttelecom.com.au) or contact Customer Care on 1300 58 MINT (1300 58 6468).

### EMAIL BILLING

Mint is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.95. To opt in to paper billing, please contact Customer Care.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Care.

### CONTACT US

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, call our Customer Care team on 1300 58 MINT (1300 58 6468) 9am - 5pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.minttelecom.com.au/information.html](http://www.minttelecom.com.au/information.html) and review our Complaint Handling Policy.

If you are still not satisfied with the steps taken by Mint to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Mint and is an option of last resort. You can contact the TIO by calling 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au).