

Critical Information Summary

Countrytell Residential nbn™ Internet – RES25

<p>Service Summary: The Countrytell Residential nbn™ Internet service is a broadband Internet service with unlimited Internet Data delivered via the National Broadband Network using Ftt-x, or fixed wireless technology to the network boundary point of your premises. Countrytell offer services that provide unfettered Internet access.</p>	<p>Minimum monthly Charge: \$69.95 Maximum monthly Charge: \$69.95 Early termination Max Charge: \$569.70 Minimum term applicable: 6 Months</p>
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Information About the Service

It is delivered using the nbn™ network and includes unlimited Internet data.

Non Commercial Purposes: The service is for residential consumers and used for personal or domestic purposes only

Service Availability

Countrytell Residential nbn™ service is only available within our service area. The service is available in nbn™ enabled areas only, or where nbn™ advises nbn™ connections will be available within three months. [Check your location coverage here.](#)

Minimum Term

The service is provided on 6, 12, or 24-month contract terms. See minimum total cost applicable to each plan in the Information about Pricing section. Services continue month by month at the end of the contract term and can be cancelled with 30 days notice.

Installation and Activation

- Standard installation is included in the applicable plan activation fee

Information about Pricing

Plan	RES25
Plan Speed in Mbps	Up-to 25/5
Included Data	Unlimited
Monthly Charge	\$69.95
Total Min. Charge (6 Month Contract)	\$569.70
Total Min. Charge (12 Month Contract)	\$914.40
Total Min. Charge (24 Month Contract)	\$1,678.80
Upfront Fees (Installation and Activation Fee)	- Charge on 6-month Contract \$150.00 - Charge on 12-month Contract \$75.00 - Charge on 24-month Contract \$0

- Minimum total charge is calculated as (Monthly Charge x Contract Term) + Activation Fee
- All prices are inclusive of GST

- A new development connection fee of \$300 inc GST may be charged by nbn™. If this is the case we will notify you and bill you accordingly.

nbn™ Broadband Speeds

- Speeds are offered on an up to basis, that is the maximum connection speed available.
- The actual speeds for the service may vary due to a range of factors and may be slower than the maximum connection speeds. Factors include demand on the network, local conditions, Internet traffic, line condition, type of connection, hardware and software or the data being transferred.
- Devices connected via WiFi may experience slower speeds than those connected via an Ethernet cable.
- If the maximum speed ordered is not available, we will reduce the plan to the next available speed tier
- All plans include unlimited data, there is no shaping or restrictions, fair usage policy applies

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Cancellation and Contract Break

Contract Break Fees	0-6 Months	7-12 Months	13-18 Months	19-24 Months
6 Month Contract	Balance of months remaining x Monthly Charge	N/A	N/A	N/A
12 Month Contract	Balance of months remaining to 6 months x Monthly Charge + \$75	\$75	N/A	N/A
24 Month Contract	Balance of months remaining to 6 months x Monthly Charge + 150	\$150	N/A	N/A

- Service can be cancelled with 30 days notice

Equipment Required

You will need an Ethernet capable router to use this service. You can provide your own router or Countrytell can supply a suitable device at an additional cost as detailed below. The price includes shipping.

Manufacturer	Model	Features	Cost
TP-Link	VR500v	Ethernet Capable WiFi Enabled	\$150

Invoicing Information

Countrytell issues monthly invoices due for payment within 14 days of issue. Customers paying by credit card will have their card debited within this period. We accept payment by Visa and Mastercard. We also accept BPAY if you have an established credit history with us.

Order Acceptance Criteria

Customer orders may be subject to a credit assessment based on information provided at the time of order application. Please refer to our Credit Reporting Policy [here](#).

Contact us

You can contact Countrytell Customer Service for support and billing enquire via 02 9191 4600 or 13 TELL (13 8355) or email support@countrytell.com.au or via our website.

Disputes and Complaints Handling

If you have any issues that you feel have not been dealt with adequately please access our complaints process, available on our website [here](#).

Telecommunications Industry Ombudsman (TIO)

If you are still dissatisfied with how we address your concerns after following our complaints process you can contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or the TIO Website www.tio.com.au/making-a-complaint

Other Information

Further Information on; Fair Use Policy, Financial Hardship Policy, Complaints Handling Process Summary, Privacy Policy, Billing and Payments Information, Credit Reporting Policy, Credit Management Policy, and Standard Form of Agreement can be found on the Countrytell Website www.countrytell.com.au/legal-information