



## Critical Information Summary

	Standard Up to 25/5 Mbps	Premium Up to 50/20 Mbps	Premium Plus Up to 100/40 Mbps
Monthly price	\$69 p/m	\$79 p/m	\$89 p/m
Minimum cost			
12-month term	\$828	\$948	\$1,068
Monthly data allowance	Unlimited	Unlimited	Unlimited
Modem costs			
12-month term	\$99	\$99	\$99
Optional Services			
TLM VoIP Ultra (unlimited local, national, mobile calls)	\$39.95 p/m	\$39.95 p/m	\$39.95 p/m
Static IPV4 Address	\$10 p/m	\$10 p/m	\$10 p/m

## Information about the service

Your plan includes:

- A home internet service only

Optional services are available as listed above and the cost for these services are in addition to your selected internet plan and do not form part of a "bundle" package.

### **Minimum term**

- 12 Months

### **Service availability**

Service may not be available to all areas, homes or customers. The type of service offered (the NBN™ network) may be subject to further qualification checks to determine what is available at your

location. If we can't connect your service, we will contact you and you may cancel your service free of

charge.

### **NBN Speeds**

NBN™ speeds may vary due to a number of factors including:

- Type of technology available at your premises
- Network capacity
- Home setup i.e: location of the modem and how the internet is used in your home

- How the device is connected i.e: Wi-Fi or ethernet cable
- Whether you have FTTB or FTTN

This provides typical minimum speeds between 7pm – 11pm of at least 15Mbps for our Standard plan. Typical NBN Fixed Wireless speeds will be lower. Further information on typical minimum speeds can be found at [www.thelaptopman.com.au/things-you-need-to-know](http://www.thelaptopman.com.au/things-you-need-to-know)

If you are dissatisfied with your plan speed upgrade options are available (see Information about Pricing)

## **Information about pricing**

### **Minimum monthly charge and total minimum plan cost**

Refer to the table above.

### **Modems**

New home broadband customers have the choice of a Single Port Modem/Router or a 4 Point Wireless NBN Modem/Router. Costs are additional to your internet plan.

### **Additional Services**

See table above (TLM VoIP Ultra and static IP addresses). Costs are additional to your internet plan.

### **Installation and setup costs**

In addition to the monthly charge, you may pay the following:

Self-activation <i>*charges will apply for onsite installation</i>	No charge
Onsite installation	\$150 per hour if you request a technician at your premises
Connecting to the NBN network	NBN Co charges \$300 for first-time connections in new developments. If this additional NBN Co charge applies we will let you know and include it on your bill

### **Upgrades and changes**

Upgrading or downgrading your service will result in recontracting of your service for a further term.

### **Early termination Charges (ETC)**

If you cancel your service, you'll be charged an Early Termination Fee (Disconnect prior to 12 months contract) of \$300

### **Additional Charges**

Incorrect Call Out Charge	Truck roll required - \$300 per hour for first 2 hours then \$100 per hour for every hour thereafter
Incorrect Call Out Charge	No Truck roll required/No fault found - \$220
❖ Late cancellation ❖ Missed appointment ❖ Order withdrawal	\$99

## Other Information

### Provisioning of service

In Place service <i>*estimate only</i>	7 days
New Service <i>*estimate only</i>	14 days

### Billing and payment charges

We use paperless billing and electronic payments. Bills will be emailed on the 1st of each month and an email address must be provided on the application form. To setup a direct debit, please complete the Direct Debit Authorisation on the application form.

Overdue accounts may be referred for debt collection and you are advised that additional collection fees will be added to all overdue amounts.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your service in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy including suspending or cancelling your service. A copy of this policy can be found at [www.thelaptopman.com.au/acceptable-use-policy](http://www.thelaptopman.com.au/acceptable-use-policy)

### Usage information

Should you wish to obtain information on your data usage, please email [provisions@thelaptopman.com.au](mailto:provisions@thelaptopman.com.au) with your request and we will provide the relevant information.

## We are here to help

### General information, complaints and disputes

Please contact us on (07) 4953 4580 if you have questions about your service, connection, technical support or if you have a complaint or dispute. Alternatively, you can contact us via the website at [www.thelaptopman.com.au](http://www.thelaptopman.com.au)

### Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)