

NBN RESIDENTIAL- BUSINESS PLAN Casual Month By Month

SMART NBN 25/5 Unlimited \$70	SMART NBN 50/20 Unlimited \$85	SMART NBN 100/40 Unlimited \$105	SMART NBN 250/100 Unlimited \$205
Typical Evening Speeds 7pm - 11pm: 25 Mbps 4 Mbps Download Upload	Typical Evening Speeds 7pm - 11pm: 50 Mbps 17 Mbps Download Upload	Typical Evening Speeds 7pm - 11pm: 100 Mbps 40 Mbps Download Upload	Typical Evening Speeds 7pm - 11pm: 250 Mbps 100 Mbps Download Upload
Suits Residential <ul style="list-style-type: none"> • Emails & browsing • Social media • Music streaming • HD video streaming x 1 • File sharing • Online gaming 	Suits Small Business <ul style="list-style-type: none"> • Emails & browsing • Music streaming • Social media & online gaming • HD video streaming x 3 or 1 x 4K video streaming • File sharing 	Suits Small to Medium Businesses <ul style="list-style-type: none"> • Emails & browsing • Music streaming • Social media & online gaming • 4K video streaming x 2 • Downloading & uploading large files 	Suits Enterprise Businesses <ul style="list-style-type: none"> • Emails & browsing • Music streaming • Social media & online gaming • 4K video streaming x 2 • Downloading & uploading large files • Multiple Users

Minimum Term: Casual month by month connection.

Availability and NBN Speeds: NBN is available in selected coverage areas. To check availability please use the address checker at <https://www.nbnco.com.au/>. Not every connection is the same and speeds

achieved heavily depend upon the type of technology used for your connection. The advertised plan speed is not a guaranteed minimum speed and your NBN service can never go faster than the maximum line speed.

Factors affecting speed and performance are including, but not limited to: your access type, network or internet congestion, your line condition, local conditions such as internal wiring and internet traffic, your hardware and software, weather or infrastructure faults. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

If your service is delivered over NBN's copper infrastructure (FTTN/B/C), speeds achieved can only be confirmed once your service is activated. It is possible that you may not ever be able to achieve the advertised plan speed tier. If this is the case, we will recommend or move you to a speed tier appropriate for your circumstances.

Equipment Required: Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your address (FTTN/B require a VDSL compatible modem/router). **Please ensure that your BYO modem/router is not locked to your current provider.** If you're

concerned about your modem being locked, talk to your current provider before switching. You must also be capable of configuring your BYO modem/router yourself. Usage environment must also be taken into account e.g. for online gaming, it is recommended to use a dual band router.

We can provide you a modem/router as an outright purchase, plus delivery fee. The specific modem provided will be shown during checkout, or advised to you over the phone. Any outright purchase of a modem that is charged to your Smart account remains the property of Smart until such time that the bill for this hardware has been paid in full. Should the statement remain in arrears, Smart reserves the right to recover the modem at our discretion.

FTTC customers only will also need an NBN Network Connection Device (NCD) provided free of charge by NBN Co for the initial connection for that site.

Inclusions and Exclusions: Your NBN Business plan is for residential or business related use only for the purposes of accessing the internet and is not intended for any other purpose.

Connection Fees: NBN Co charge a new development charge of \$300 to activate a connection for the first time at a premise that is in a newly developed area or building. We will let you know if this charge applies to you and will include this on your first bill. You must be over the age of 18 years to have NBN installed. If you are not the owner of the property or live

in a strata property you must obtain the owners or strata approvals consent for installation.

Once you have placed your order for an NBN connection and you wish to cancel due to change of mind no refund will be provided if it is in progress. "In Progress" means you have been notified via email that the order has been submitted. No pro-rata credits or refunds are offered for cancelling accounts. Please keep this in mind if you need to cancel your order.

NBN Charges Various: Other fees such as Missed Appointment fee, Cancelled Appointment fee, Subsequent Installation fee and No Fault Found fee may apply to you. We may also pass on any administrative costs that Smart incur in providing you with assistance or arranging an NBN appointment.

Factors Affecting Speeds:

WiFi: In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

Congestion Prioritisation: If there is a lot of "traffic" (i.e. lots of people downloading at the one time) your internet speed can be impacted.

Equipment: Older or outdated equipment such as modems can affect the speed of your connection. Other equipment such as filters, sockets or internal wiring may also cause speed issues.

Billing/Billing Cycle: Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance) including the plan fee your service is currently connected too. If you cancel your plan or transfer your NBN service to a new provider, you will not receive credits for any unused days remaining in your current billing period. We will send a courtesy Email and SMS as a reminder to you no later than the 13th of each month that your account is due for payment on the 15th of the month.

Direct Debit: Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 27th of the following month your service will be restricted, and your standard monthly recurring charges will still apply. If you are experiencing difficulties making payment, please contact us so we can discuss a suitable payment plan with you. If you do not contact Smart and your account remains 60 days in arrears, your service will be disconnected.

Direct Debit is automatically set for the 15th of each month. You may change the nominated date by contacting our Customer Service team on 03 5177 8000 or email support@smartel.com.au.

Paper Invoice Fee: Please consider the environment and opt for electronic billing (no charge) along with Direct Debit. You will be charged \$2.50 each month if you choose to receive paper bills.

Payment Processing Fee: Direct debit via bank account no additional charge. Other payment methods and associated processing fees can be found on our website: www.smartel.com.au

Late payment fee: If you don't pay your bill by the due date you will incur a late payment fee of \$10.00. If you are experiencing any financial hardship, please contact our team for options available to you.

Medical & Security Alarms: If you use a medical or security alarm, you must make your own enquiry to see if it is compatible with the NBN before signing up with Smart. It is important you contact your medical or security alarm provider to check if they are compatible with the NBN service and identify what alternatives are available before we move you to the NBN network. Remember to register with NBN Co's Medical Alarm Register at www.nbnco.com.au

Customer Complaints: Our complaints resolution team can be contacted at complaints@smartel.com.au. Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

Tech Support: Speak to your Smart team on 03 5177 8000 Option 1
Customer Support: Speak to your Smart team on 03 5177 8000