

Critical Information Summary

Summary of essential information

When you're signing up to something new, it's important to know what's what. Here's a summary of the essential information about your plan. This document doesn't reflect any special offers or promotions which may apply from time to time.

The service	You're signing up for an internet service on the nbn™ network. You can only have one nbn service per household.	
Our plans	Everyday	Family
Modem	Either <ul style="list-style-type: none"> – \$150 for setup and configuration of service including a router suitable for smaller homes with a few devices connected at once. – \$250 for setup and configuration of service including a router, suitable for large homes with multiple devices connected at once. \$20 Equipment Delivery Fee applies for included modem.	
New development charge	\$300 upfront. Only for premises that have never had the nbn connected before, there may be a nbn New Development Charge (NDC) which you'll need to pay on the first billing cycle.	
Monthly data allowance	Unlimited	
Monthly charge	\$79	\$105
Maximum monthly charge	\$79	\$105
Minimum monthly charge	\$79	\$105
Minimum term	1 month. Customers may cancel at any time,	
Early termination charge	There are no early termination charges when you cancel your plan.	

All prices quoted above and throughout this document include GST.

Information about the Service

Description of Services

The NBN service is a broadband Internet service, which uses the NBN Fibre (FTTP, FTTB, FTTN, FTTC or HFC) Network to deliver Internet connectivity with unlimited data allowance to the Network Boundary Point at your premises.

Installation

You will require a router or modem at your premises for this service to work.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Readii Gateway if

selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. If your existing connection is nonstandard, nbn co will discuss any additional charges with you before proceeding with your installation and these charges will appear on your first bill. Please contact us for further information.

Changing Plans

You can upgrade to a higher bandwidth anytime subject to feasibility at your premises. If you request to move to a lower bandwidth, your request is subject to our approval and may require additional charge.



Important Conditions

Upon moving to a broadband service on the NBN you cannot move back to services on the existing copper network. You may upgrade or downgrade your speed tier within the initial contract term however this will result in new contract term being applicable. You may only change your Speed tier once per month. Requests to change speed tier will be charged at \$20 (Inc GST).

You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation fee applies when connecting to an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, nbn co will levy a charge of \$300 (Inc GST) and this will appear on your first bill.

A subsequent install charge of \$300 will apply if:

- 1) additional NBN connections are requested at the same address
- 2) a new copper pair needs to be connected to complete the NBN connection.

Speed Tiers refer to the NBN maximum potential speed of the technology installed at your 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. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds.

Please note this is a Retail service only and not for resale or unauthorized content distribution. Readii reserves the right to terminate any uncontracted service that is deemed to be in breach of this condition. Please refer to our Terms and Conditions or call us if you require further information.

Information about pricing

Your first bill

Your first recurring bill will start on the day your service is activated, and is charged in advance for the coming month.

Billing

We continue to charge you on the same day of the month, based on the date your service was activated. If your service was activated on the 31st of the month, we will bill you on the last day of the month. Please contact us, if you wish to change your billing date. All bills are automatically deducted from your debit / credit card or direct debited from your nominated bank account. All receipts are delivered by email.

Information about rewards

Readii offers existing customers rewards, which are transferred to your bank account or your cryptocurrency address. Customers are required to provide correct details to ensure rewards are sent correctly. Reward transfers may occur up to two months after the event which triggered the reward, for example, a successful bill payment.

We're Here to Help

Complaints or Disputes

You can report service difficulties to us 24 hours a day, seven days a week by sending us an email at support@readii.xyz or calling our Helpdesk on 1800 732 344.

Further Investigation

If we can't resolve your concern to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us

Contact us

Email: support@readii.xyz

Helpdesk: 1800 READII (732 344)