



## CRITICAL INFORMATION SUMMARY

Melbit Services Data and voice service is a fixed broadband data-only or data-voice service (“NBN Service”) that provides you with internet access via the National Broadband Network (“NBN Network”) and voice services via VOIP trunk provided by Symbio Networks.

Minimum charge	\$99.99 per month
Monthly Data allowance	Unlimited
Bundling	Can be bundled with phone services
Equipment requirement	<p>You will need a compatible router to be able to benefit this internet service.</p> <p>If you require a router, we can supply you a preconfigured compatible modem router for a total cost of \$110.00. This cost include postage and is not refundable.</p>
Installation and setup	<p>Melbit Services offers free professional installation for suburbs that is located within 10km from Melbourne CBD.</p> <p>In an event where you are outside our service area, we can organize professional installation for the cost of \$120.00.</p> <p>Modem installation does not include fixing or troubleshooting issues which is not internet related or relocating modem or NBN termination unit.</p>
Plan Speed	The maximum speed for this plan is 100Mbps download and 40Mbps upload. This is maximum speed and will defer with network load and evening peak usage.
NBN Charges	<p>A fee of \$300 will be charge to you if NBN has to activate a new connection. This is for new development area only and does not apply to you if you already has a phone line at your premise.</p> <p>Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault Found fee may apply to you.</p>
Billing	You will receive your bill via email. You will be charge your minimum monthly charge plus any additional extras or bundle you have chosen. All payments re done via your nominated credit card within 5 days of the issue date of the bill.
Late payment fees	<p>A fees will be \$15.00 will be added to your current bill if your payment has been declined.</p> <p>We will attempt to contact you before applying on any late payment fees. If we are unable to contact you or you have not paid your bill with 5 working days after we have contact, we will then apply a late payment fees and suspend your service.</p> <p>Please note a \$25 reactivation fees apply in additional to all outstanding charges. This payment has to be made before we can reactive all your services.</p>