

NATAN PTY LTD
Critical Information Summary
Residential Internet No-Lock-In Plans

The summary may not reflect any discounts or promotions which may apply from time to time.

Service Speed	Data	Monthly Charge	Setup Fee	Minimum Cost for First Invoice	Minimum Cost for Length of Contract
50/20Mbps	Unlimited	\$89	\$109	\$198	\$198
100/20Mbps	Unlimited	\$99	\$109	\$208	\$208
250/25Mbps*	Unlimited	\$119	\$109	\$228	\$228
1000/50Mbps*	Unlimited	\$129	\$109	\$238	\$238

Identifiable speeds are the maximum attainable line speed except for 250/25 and 1000/50 plans (outside of peak hours). You will likely not experience these maximum speeds, please refer to the typical evening speeds in the Key Fact Sheet.

* New plan with theoretical maximum speed and only available for select areas. As this plan is new, we did not have enough data to provide an average sampled evening speed. Our website and Key Fact Sheet will be updated once this is available. If your attainable service line speed (on FTTN/FTTB/FTTC) cannot support the speed tier, we can move you to lower speed tier, or you can terminate your service.

Service Description

Your service is delivered through the LBN, Opticomm, OPEN Networks, and NBN networks with speed ranging between 50/20Mbps and 1000/50 Mbps depending on the plan chosen (see table above).

The Minimum Contract Term

The services are supplied on a no lock-in contract.

Equipment Setup

A network termination device will be installed into your premises and a router is required to access the service. To distribute WiFi to multiple users in your home, HFC & FTTH customers will require an ethernet WAN (E-WAN) compatible router and FTTN, FTTB & VDSL customers will require a VDSL2 compatible modem or router.

It is possible to use some of these technology types without a router, but we recommend against this for security reasons.

NATAN does not provide or manage routers, so this is the full responsibility of the client.

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Service Speeds

Service speeds can vary due to factors such as: the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network.

Many home routers and Wi-Fi networks will bottleneck your connection to the internet, especially with our faster fibre plans.

You may upgrade this plan by requesting a plan change before the end of the billing period (which is a calendar month). New plan to begin at the commencement of the next month. The plan can be changed to any compatible fibre plan with no additional costs for plan changes. All plans are subject to our Acceptable Use Policy. You must not use your service in an unreasonable manner which detrimentally affects our network.

Connection Cost

Your connection cost is \$109 inc. GST.

An additional connection charge of \$330 - \$550 may also apply for certain locations. You will be advised of any such charges in advance.

Invoicing Options

Credit card payments: Visa and Mastercard, American Express via Direct Debit only.

A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@natan.com.au

Manage Your Service

You will have access to a secure portal where you will be able to view your invoices. If you would like to make changes to your existing service or buy new services, please use the contact form on our website natan.com.au or email support@natan.com.au / sales@natan.com.au

Pro-Rata Billing

If you connect to your plan partway through a month, then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month.

Failure to Launch

If you have signed up for a NATAN service but then decided to not proceed with the order, then NATAN may be required to pass on costs incurred while pursuing your order to a maximum amount of \$150.

Early Termination Charge

There are no early termination charges (ETC) with No-Lock-In plans.

Customer Complaints and Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at support@natan.com.au or call 07 3547 4877.

If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au

This is a summary only – the full legal terms for broadband services are available at natan.com.au

Customer and Support Contacts

Sales

sales@natan.com.au

Tel: 07 3547 4877

8:30am – 8:00pm Monday to Friday

9:30am – 5:30pm Saturday to Sunday

Accounts

accounts@natan.com.au

Tel: 0474 799 990

8:30am – 8:00pm Monday to Friday

9:30am – 5:30pm Saturday to Sunday

Postal Address

36 King Street, Bowen Hills, Queensland 4006