

SLNET Residential NBN

Critical Information Summary



1. INFORMATION ABOUT THE SERVICE

SLNET Residential NBN is a dedicated data connection between an end user's premises and our network. It can be used for Internet access and for connecting to Screwloose SIP. It is an asymmetric service that utilises the National Broadband Network (NBN) and can be provided in all parts of Australia where NBN is available.

SLNET Residential NBN is currently delivered using fibre to the premises (FTTP), Fibre to the Node (FTTN) Fibre to the Curb (FTTC), Hybrid Fiber-Coaxial (HFC) and Satellite depending on NBN availability and delivery method in your area.

The main features of the service are:

- Nationwide coverage where NBN is available
- High speed Internet access and SIP connectivity
- Unmetered Internet access (subject to Terms and Conditions found at www.screwlooseit.com.au/legal)
- An optional preconfigured modem at an additional cost
- Optional modem installation at an additional cost

The service is available on a month-to-month term and requires 30 days' notice to cancel.

The service does not include the provision, maintenance, redirection, or configuration of building cabling. If an installation technician is required to provision the service, they are only able to install and test the service. Requests for any work over and above the installation and testing of the service will incur additional charges and can be provided and quoted as required.

Any downstream and upstream speeds that we indicate are indicative maximums only. Actual speeds may be lower due to several factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of the NBN infrastructure.

The service is provided subject to our Standard Terms and Conditions and Fair Use Policy. This document forms part of our Standard Terms and Conditions.

The Service is only available to residential customers.

2. INFORMATION ABOUT PRICING

Pricing for this service is shown below. All pricing is INC GST

Max bandwidth Allowance	Contract Term	Setup	Modem Included	Price Per Month (INC GST)
NBN 25/5	M2M	\$0*	No	\$59.99
NBN 50/20	M2M	\$0*	No	\$69.99
NBN 100/20	M2M	\$0*	No	\$89.99
NBN 250/25	M2M	\$0*	No	\$109.99

All appointments require at least 6 business days' advance notice and can only take place on a business day. Access to the customer site is required.

*A Missed Appointment fee of \$110 applies to any NBN Appointments rescheduled on the day of the appointment due to client not being available.

* A new development charge of \$330 may apply if your address has never had an NBN connection before.

* A Subsequent installation charge of \$330 may apply if you request NBN be delivered on an additional line or as an additional service in addition to an existing service already active at your address.

3. INFORMATION ABOUT SUPPORT

Faults can be reported 24x7 via email to nbnsupport@screwlooseit.com.au

Faults can be reported during business hours by calling 1300 245 575

Targets for fault restoration are as set out below. ***The times are indicative only and Screwloose does not provide any guarantee or commitment that these timeframes will be met.***

Fault Handling Targets:

Fault Category	Acknowledge Time	Repair Time
End user	2 Business Hours	1 Clear Business Day when reported before 11.00am
Screwloose Network	2 Business Hours	80% within 8 hours 95% within 24 hours
Screwloose IT Systems	2 Business Hours	85% within 24 hours 99% within 7 days
NBN Infrastructure Faults	2 Business Hours	3 to 7 Business Days

Business hours are deemed to be 9am to 5pm Monday to Friday AEST

Appointments are booked when a technician is required to investigate inside a premise and suitable access is required.

A fee for service of \$198 may be applied on an appointment where the result of the investigation is concluded as no fault found, or the cause of the fault is not attributable to the Screwloose network (e.g. modem switched off).

A fee of \$198 may also be applied if the technician is unable to access the customer site.



Screwloose IT

1300 245 575

nbsupport@screwlooseit.com.au

www.screwlooseit.com.au