

# Critical Information Summary

## Premium Unlimited Data nbn™

(FTTP, FTTN, FTTB, FTTC, HFC & Fixed Wireless)

### Information about the service

10MATES provides this Internet connection on FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technology rolled out by nbn™ using AAPT as the wholesale provider. The fixed wireless plans are only available on the 25 and 50 mbit speed tiers.

### Includes / Requires

In most cases a FREE nbn™ installation and battery backup is included (contact us to check). You will require a wireless modem/router for your devices to connect to the internet. You can bring your own or purchase one through us.

### Data

Unlimited Data

### IP Address

Allocated a static IP. Additional IP addresses can be allocated for extra.

### Information about pricing

The first monthly payment is debited the moment you order, any pro-rated amount for that month will be credited to the following month. If you choose any extras or a wifi modem/router then the payment for that is also debited the moment you order. Following monthly payments are processed on the 1st of each month. All payments will be automatically charged to your credit card.

### Pricing Table

#### Monthly Speed Minimum

\$90	25	\$1080
\$120	50	\$1440
\$130	100	\$1560

### Disconnection / Relocation

We require one month notice by email to [disconnections@10mates.com.au](mailto:disconnections@10mates.com.au) Upon requesting a disconnection, the remaining term in the contract must be paid in full. The service or contract cannot be moved to another address, however you may have another person take over the contract.

### Order Withdrawal

Withdrawing an order before nbn™ has activated the connection is \$100, once activated, the contract starts.

### Minimum Contract Length

12 Months (or 24 months for a free bonus)

### IP Modification Fee

Post IP modification after service has been provisioned such as allocating a new or private address range is \$120.

### Other Information

#### Customer Service Details

1. For further assistance, please phone:  
1800 870 817
2. If you wish to make a complaint, please send an email with the subject of complaint to [alex@10mates.com](mailto:alex@10mates.com)

#### Telecommunications Industry Ombudsman

If you have submitted a complaint to us and you are not satisfied, you may wish to contact the Telecommunications Industry Ombudsman, independent dispute resolution body below:

- a. Calling 1800 062 058
- b. Email [tio@tio.com](mailto:tio@tio.com)
- c. Post PO Box 276 Collins Street West Vic 8007