

Critical Information Summary



5G BROADBAND

Plans	Speed Limit	Data Allowance	Per month
5G Unlimited	Unlimited	Unlimited	\$ 90
5G Limited	100Mbps	Unlimited	\$ 75
Modem			\$ 330 (one off)

Information about the service

The Service:

The 5G Internet Everyday service is only available in limited areas of selected suburbs on the Flintel Group 5G Network with the modem supplied by Flintel Group.

There may be technical or other reasons that affect your ability to access the service on the 5G network at your address. The service check is an indication that you are within a 5G serviceable area, it does not guarantee that your address is 5G serviceable. If you are unable to establish a 5G connection within the first 30 days, Flintel Group reserves the right to:

- cancel your service contract with us; or
- offer an alternative home internet service.

We recommend that you position your modem close to a window to maximise signal strength. The 5G Internet Everyday service uses the Flintel Group 5G Network, and it needs to be used at the address provided during the service check. If at any time it's detected that the Flintel supplied modem has been (or is being) used at a different location other than that provided to Flintel in the original service check (service address), Flintel reserves the right to suspend or cancel your 5G Internet Everyday service.

Speed

5G coverage and speeds are variable on the Flintel 5G Network. Your actual speed will depend on a number of factors including congestion, location and placement of the modem in your house, distance from the 5G tower and any obstructions between the tower and the modem, local conditions, hardware, software and general internet traffic. In the event of an interruption to the Flintel Group 5G Network service, your service may continue to operate on the Flintel 4G Plus Network (if available) depending on the nature of the interruption.

Average Peak Download Speed

The Average Peak 5G home internet download speed is calculated over the previous three-month period and is the average speed experienced by a representative group of customers between 7pm and 11pm (the busy time for consumer internet traffic). Your actual speed will depend on a number of factors, as set out above, and may change over time. For example, it may get slower as congestion increases, or faster as new network infrastructure is introduced. However, we offer the 50Mbps Satisfaction Guarantee.

Equipment needs:

You require a modem fitted with an Flintel Group SIM to use this service. The SIM supplied with the modem must not be removed from the modem and will not work in any other device. We do not support fixed line telephony, back-to-base home alarm systems or medical alert/alarm services on the 5G Internet Everyday service.

Minimum term

New and existing customers can connect to the 5G Internet Everyday plan on a month-to-month or 24 month contract. The minimum total cost for a month-to-month contract is \$275 when you pay by direct debit which includes a \$200 start-up fee. The minimum total cost for a 24-month contract is \$1,800 when you pay by direct debit. Minimum term and charging commence when your service is activated.

Cancellation fees

Cancellation fees are charged as \$50 multiplied by the number of months remaining on the 5G contract, to a maximum of \$900

Plan changes:

If you are on a 24-month plan, you can change your plan during your contract term to another eligible 24-month 5G Internet plan. If you change your plan during the contract term a fee may apply and any device repayments will remain the same. If you are on a month-to-month plan, you can change your plan to another eligible month-to-month Flintel Group 5G Internet plan once per month. Please note any device repayments will remain the same. Contact Customer Service for further information.

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Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. A late payment fee of 2% will apply to invoices paid past the invoice due date. All bills are delivered by email and Direct Debit options are preferred.

Other information

Usage information:

You can monitor your usage at www.flintel.com.au.

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 294 090 or by sending an email to Contactus@flintel.com.au if you have any questions, would like to give feedback or lodge a complaint.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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