

## Critical Information Summary

**Home 100, 100/40**

RedSpeed Technologies Pty Ltd · ABN 59 695 633 302

### Information about the service

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A fixed broadband service provided by RedSpeed Technologies Pty Ltd over the national nbn network. An nbn connection at your address is required; availability is confirmed at order.

### What's included

- Unlimited data
- Static IP included
- Available on FTTP, FTTC, FTTN, FTTB and HFC

**Typical evening speed** (7pm–11pm): we do not yet have enough statistical information from our own customers to publish a typical busy-period speed for this plan. We will publish it once we do. We would rather tell you that than quote a number we have not measured.

### Information about pricing

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|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Minimum monthly charge</b>   | \$105 per month                                                                                                                                                             |
| <b>Minimum term</b>             | 1 month. This is a month-to-month plan with no fixed-term contract.                                                                                                         |
| <b>Total minimum price</b>      | \$105 (one month, if cancelled before the next billing period)                                                                                                              |
| <b>Early termination charge</b> | \$0. There is no fixed term, so leaving costs you nothing beyond the billing period you are in. No pro-rata refund is given for the remainder of a period already paid for. |

**Charges set by nbn that we pass on at cost**, if they apply to your address. They are confirmed with you before you order, and most connections attract none of them.

|                                  |                                                            |
|----------------------------------|------------------------------------------------------------|
| <b>Standard connection</b>       | \$0                                                        |
| <b>New development charge</b>    | \$300.00, nbn's charge for a premises in a new development |
| <b>Professional installation</b> | \$165.00, where nbn must send a technician                 |
| <b>Additional installation</b>   | \$297.00, a second connection at the same premises         |

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|---------------------|------------------------------------------------|
| <b>Transfer fee</b> | \$5.50, moving an existing service to RedSpeed |
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All prices include GST and are in Australian dollars.

## Other information

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**Usage information.** You can view your usage at any time in your RedSpeed account.

**Customer service.** [hello@redspeed.com.au](mailto:hello@redspeed.com.au) · +61 412 521 711

**Complaints.** If you are not satisfied, contact us first at [hello@redspeed.com.au](mailto:hello@redspeed.com.au) or +61 412 521 711 and we will work with you to resolve it. If your complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO): phone **1800 062 058** or online at **[tio.com.au/making-a-complaint](https://tio.com.au/making-a-complaint)**. The TIO is an independent dispute resolution service, free to consumers.

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