

Tomi Unlimited nbn™ Plans

Critical Information Summary

IMPORTANT INFORMATION ABOUT THE SERVICE

Tomi's Unlimited nbn™ plans deliver next-generation broadband internet connectivity via the nbn™ network to the Network Boundary Point of your premises. The Unlimited nbn™ plans are designed for residential customers and domestic users, and must not be used primarily for public, business or commercial use.

Service Availability

The installation address for the service must be in an area serviced by the nbn™ Network. The service is not available in all areas, and the service speed you experience depends on your equipment, the number of end-users on the service, and the applications that you are using. Availability for the service can be confirmed by contacting a Tomi Customer Service Representative on **1300 655 982**.

Minimum Contract Term

Tomi's Unlimited nbn™ plans are subject to a 12 Month term. This is an agreement to supply the service to you at the address supplied by you in your application. If you relocate, Tomi may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

Installation

New Development Fee: If your premises is in a new development that is not already connected to nbn's network, nbn™ may charge \$300 to connect your premises to its network. If applicable, we will bill that charge to you. Standard installation is included. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to Standard Form of Agreement at <https://www.tomi.com.au/standard-form-of-agreement>.

Equipment Required

You must have an nbn™ compatible modem for this service. Tomi offers a choice of nbn™ compatible modems for this service. These modems are Wi-Fi enabled and allow connection to any wireless devices in your home.

A TP Link W9970 or an equivalent modem (excluding delivery fee) will be supplied by Tomi for free when you sign up on a 12 month contract.

Hardware	Cost (Inc. GST)	Delivery Fee (Inc. GST)	Warranty Period
TP Link TD-W9960	\$75.00	\$15.00	36 Months
TP Link Archer VR1600V	\$95.00	\$15.00	36 Months

Other charges in relation to your Tomi nbn™ service are as follows:

Contract Type	Modem Fee	Delivery Fee	Early Termination Fee
12 Months	\$0.00	\$15.00	\$195.00

INFORMATION ABOUT PRICING

There are three speed choices available for Tomi's Unlimited nbn™ plans. Payments can only be made via credit card or authorised direct debit.

Plan Name	Monthly Access Fee	Minimum Total Cost*	Data Allowance
Unlimited nbn Lite	\$54.90	\$658.80	Unlimited
Unlimited nbn Super Fast	\$64.90	\$778.80	Unlimited
Unlimited nbn Super Fast 50 for 50†	\$64.90	\$689.40	Unlimited
Unlimited nbn Hyper	\$84.90	\$1,018.80	Unlimited

* Minimum Total Cost includes Setup Fee

† Unlimited nbn Super Fast 50 for 50 offers discounted monthly price of \$50/month for the first 6 months from the date of service activation. Once the 6 months period is over the price will change to \$64.90/month.

OTHER INFORMATION

Full Terms

This information is a summary only. Visit <https://www.tomi.com.au/standard-form-of-agreement> for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

Usage Information

Customers can obtain information on their broadband usage at <https://account.tomi.com.au> or by contacting customer support via **1300 655 982**.

Customer Service Contact Details

We are dedicated to excellence in servicing our customers. You can contact Tomi Customer Service for Support or Billing assistance via **1300 655 982**.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at: <https://www.tomi.com.au/pdf/Tomi-Complaints-Handling-Process.pdf>.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.

Payment Processing

If you pay by direct debit from a bank account or credit card, there are no processing fees. A processing fee applies to non-direct debit payments made by credit card.

Email Billing

Save and support the environment by using our email billing. All bills will be emailed to you, or can be viewed

Regardless of the nbn™ technology type connected at your address, the actual speed of your service will be slower than the maximum line speed.

During peak evening periods of 7pm-10pm you can expect to have download speeds of 9.2 Mbps on the 12/1 service, 20.9 on the 25/5 service, 43.6 on the 50/20 service and 80 Mbps on the 100/40 service.

Service speeds will vary due to a range of factors including congestion on the nbn network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location. Further information on the speed of your service is [available here](#).