

# 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.

### INFORMATION ABOUT PRICING

There are five speed choices available for Tomi's Unlimited nbn™ plans.

	Tomi Home Basic	Tomi Home Standard	Tomi Home Fast	Tomi Home Super Fast	Tomi Home Ultra Fast
Minimum Monthly Charge	\$59.95	\$69.95*	\$89.95	\$109.95	\$139.95
Minimum Term	1 month				
Data Allowance	Unlimited				
Modem: ZTE H1600	Included as part of the Minimum Monthly Charge for new Tomi nbn™ customers as part of a 24 month Modem Bundle plan. Outright purchase price: \$141.00 (including delivery) Manufacturer's warranty: 24 months				
BYO Modem	If you already have a nbn compatible modem you are free to sign up to an Tomi nbn plan.				
Early Termination Fee	<b>No early termination fee.</b> Unless you are a Modem Bundle plan customer. If you terminate before the end of the 24 month modem bundle period, you'll need to pay out the modem cost on your next bill \$5.90 for each month remaining in the 24 month period.				
Typical Evening Download / Upload Speed	22/4 Mbps	48/17 Mbps	95/17 Mbps	240/21 Mbps	500/42 Mbps
nbn™ Speed Tier Max Upload Speed <sup>1</sup>	2-5 Mbps	10-20 Mbps	10-20 Mbps	10-25 Mbps	20-50 Mbps

\*Tomi Home Standard Offers a discount of \$10/month on Minimum Monthly Charge for the first 6 months from the date of Service Activation.

Bundling: You don't have to bundle this service unless you wish to bundle another NBN Service.

### 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 1 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>.

## 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](http://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 here <https://account.tomi.com.au>.

### Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>.

---

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

<sup>1</sup>Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Tomi does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Wi-Fi connected devices may have slower speeds than Ethernet connected devices. Further information on the speed of your service is available here <https://tomi.com.au/pdf/tomi-nbn-facts-sheet.pdf>.

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 <https://tomi.com.au/pdf/tomi-nbn-facts-sheet.pdf>.

Information current as of 1st February 2023 and is subject to change without notice.  
All prices quoted include GST and are in Australian dollars (AUD)

**tomi**<sup>®</sup>