

# 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™ Fibre 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](tel:1300655982).

#### Equipment Required

Tomi will provide you with an nbn™-compatible router for this service. This router will be Wi-Fi enabled and allow connection to any wireless devices in your home. Tomi will supply you with this router, which is covered by a 12 month warranty.

#### Minimum Contract Term

Tomi's Unlimited nbn™ plans are available on a Month-to-Month or 12 Month contract 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.

A discounted setup fee applies on a 12 month contract.

### INFORMATION ABOUT PRICING

There are four 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* (Month-to-Month)	Minimum Total Cost* (12 Months)	Data Allowance
Unlimited nbn Lite	\$64.90 /Month	\$253.90	\$868.80	Unlimited
Unlimited nbn Fast	\$74.90 /Month	\$263.90	\$988.80	Unlimited
Unlimited nbn Superfast	\$84.90 /Month	\$273.90	\$1,108.80	Unlimited
Unlimited nbn Hyper	\$94.90 /Month	\$283.90	\$1,228.80	Unlimited

\* Minimum Total Cost includes Setup Fee and Router

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### Setup & Early Termination Charges

Contract Type	Setup Fee	Early Termination Charge
Month-to-Month	\$99.00	None
12 Month	None	\$192.50

### OTHER INFORMATION

#### Full Terms

This information is a summary only. Visit [www.tomi.com.au/SFOA](http://www.tomi.com.au/SFOA) 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 <http://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://static.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 at <http://account.tomi.com.au>.