



# Critical Information Summary: Home Broadband

This summary may not reflect any discounts or promotions which may apply from time to time.

Tribe Broadband nbn plans	
<b>Vegetarian (\$60/month)</b>  nbn 25Mbps/5Mbps 15Mbps typical evening download speeds (7pm-11pm). Fixed wireless speeds will be slower.	<b>Hawaiian (\$70/month)</b>  nbn 50Mbps/20Mbps 30Mbps typical evening download speeds (7pm-11pm). Fixed wireless speeds will be slower.

## Information about pricing

### What's included

All home broadband plans include:

- Unlimited monthly data allowance
- \$0 standard installation
- 1 month minimum term
- No early termination charges

If you're in a new building without nbn you may need to pay an additional \$300 to get connected.

### Changing or cancelling your plan

You can change to another plan within your plan range once a month while the plan range remains available to new Tribe Broadband customers.

There are no Early Termination Charges if you cancel your plan. However, if you cancel before the end of your billing cycle you won't receive a refund for the unused portion.

### Bill payment charges

- Your monthly access fee is billed in advance, and any applicable usage or excess charges are billed in arrears
- Invoices are sent via email, and it is your responsibility to keep your contact details current. You have the option of requesting a paper bill via post, which will incur a postage and handling fee of \$2.50 per month
- We may deliberately and automatically suspend your access to the Service should you not meet our terms, and may charge you an administrative fee of \$5.00 for late payments

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges. If you receive an Order Estimate, your charges will be broken down for you, and it will provide you with your ongoing monthly charges after your first bill.

## Information about the service

### Service availability

Service not available to all areas, homes or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if not all of your services can be connected, however if we can't get in touch you'll be connected to a suitable alternative plan. You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

### Broadband speeds

Broadband speeds may vary due to:

- the website you're visiting and their servers;
- Wi-Fi is less reliable than an Ethernet cable;
- the speed tier you are on;
- in-home wiring;
- network capacity and network traffic;
- the nbn™ technology type at your home; and
- where your modem is located.

Typical nbn Fixed Wireless speeds will be lower than other nbn access types.

### Acceptable Use Policy

You must comply with our Acceptable Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service. For the full policy see

[tribebroadband.com.au/legal/terms](https://tribebroadband.com.au/legal/terms)

### Changes to your plan

From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:

(a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.

(b) If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories or services in full.

### Need help? We're here for you

Call 02 8006 8090 to speak to someone about your plan, or to obtain a copy of this summary in an alternative/accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit

[tribebroadband.com.au/legal/complaint-handling](https://tribebroadband.com.au/legal/complaint-handling).

We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/contact-us](https://tio.com.au/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [tribebroadband.com.au/legal/terms](https://tribebroadband.com.au/legal/terms)