

Service Description	The service provided under your plan is a nbn Broadband service that are a stand-alone internet only product which is provided over the nbn network. This plan range does not form part of a bundle.				
Minimum Spend Term (Months)	1 Month				
Plan Name²	Fast 25/10	Fast 50/20	Fast 100/20	Superfast 250/25	Ultrafast 1000/50
Min. Monthly Charge	\$69.88	\$79.88	\$94.88	\$114.88	\$144.88
Monthly Data Quota	Unlimited				
Typical Evening (7pm-11pm) Download/Upload Speed¹	25/8.5 Mbps	50/17 Mbps	95/17 Mbps	250/21 Mbps	811/12 Mbps
nbn Speed Tier Max Upload Speed¹	4-10 Mbps	10-20 Mbps	10-20 Mbps	10-25 Mbps	20-50 Mbps
Total Minimum Cost (1 Month)	\$69.88	\$79.88	\$94.88	\$114.88	\$144.88

1. 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 DrimTel 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. Superfast nbn and Ultrafast nbn are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices.
2. Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at: www.accc.gov.au/consumers/internet-landline-services/broadband-speeds

Minimum Term

Casual month by month connection.

Availability and NBN Speeds

NBN is available in selected coverage areas.

To check availability please use the address checker at <https://www.nbnco.com.au/>. Not every connection is the same and speeds achieved heavily depend upon the type of technology used for your connection. The advertised plan speed is not a guaranteed minimum speed and your NBN service can never go faster than the maximum line speed. Factors affecting speed and performance are including, but not limited to: your access type, network or internet congestion, your line condition, local conditions such as internal wiring and internet traffic, your hardware and software, weather or infrastructure faults. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

If your service is delivered over NBN's copper infrastructure (FTTN/B/C), speeds achieved can only be confirmed once your service is activated. It is possible that you may not ever be able to achieve the advertised plan speed tier. If this is the case, we will recommend or move you to a speed tier appropriate for your circumstances.

Equipment Required

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your address (FTTN/B require a VDSL compatible modem/router).

Please ensure that your BYO modem/router is not locked to your current provider. If you're concerned about your modem being locked, talk to your current provider before switching. You must also be capable of configuring your BYO modem/router yourself. Usage environment must also be taken into account e.g. for online gaming, it is recommended to use a dual band router.

We can provide you a modem/router as an outright purchase, plus delivery fee. The specific modem provided will be shown during checkout, or advised to you over the phone. Any outright purchase of a modem that is charged to your DrimTel account remains the property of DrimTel until such time that the bill for this hardware has been paid in full. Should the statement remain in arrears, DrimTel reserves the right to recover the modem at our discretion.

FTTC customers only will also need an NBN Network Connection Device (NCD) provided free of charge by NBN Co for the initial connection for that site.

Inclusions and Exclusions

Your NBN residential plan is for personal or residential use only for the purposes of accessing the internet and is not intended for any other purpose. Our NBN plans are CG-NAT. This means your modem/router will use a private IP address, but when you access the internet, we will transfer you across to a shared public IP address. While this won't affect most of our customers, there's a small group it may affect, customers who services that depend on NAT (Network Address Translation) and could include:

- Web, email and file servers
- Security camera's, printers and some home automation
- Remote access to computers or devices

A Static IP address can be provided for \$10.00inc gst per month. Please let our Customer Service Team to know if you require.

Promotions and Special Offers

This summary does not include any special offers or promotions that maybe offered on these plans from time to time.

Connection Fees

NBN Co charge a new development charge of \$300 to activate a connection for the first time at a premise that is in a newly developed area or building. We will let you know if this charge applies to you and will include this on your first bill. You must be over the age of 18 years to have NBN installed. If you are not the owner of the property or live in a strata property you must obtain the owners or strata approvals consent for installation.

Once you have placed your order for an NBN connection and you wish to cancel due to change of mind no refund will be provided if it is in progress. "In Progress" means you have been notified via email that the order has been submitted. No pro-rata credits or refunds are offered for cancelling accounts. Please keep this in mind if you need to cancel your order.

NBN Charges Various

Other fees such as Missed Appointment fee, Cancelled Appointment fee, Subsequent Installation fee and No Fault Found fee may apply to you. We may also pass on any administrative costs

that DrimTel incur in providing you with assistance or arranging an NBN appointment.

Factors Affecting Speeds

WiFi: In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

Congestion Prioritisation: If there is a lot of "traffic" (i.e. lots of people downloading at the one time) your internet speed can be impacted.

Equipment: Older or outdated equipment such as modems can affect the speed of your connection. Other equipment such as filters, sockets or internal wiring may also cause speed issues.

Annual Price Review

Our NBN plans include an annual price review and may increase in line with CPI each year. CPI Measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and will take effect as soon as practicable after the end of the financial year, but no later than the September billing cycle. We'll let you know before any changes take effect.

Billing/Billing Cycle

Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance) including the plan fee your service is currently connected too. If you cancel your plan or transfer your NBN service to a new provider, you will not receive credits for any unused days remaining in your current billing period. We will send a courtesy Email and SMS as a reminder to you no later than the 13th of each month that your account is due for payment on the 15th of the month.

Direct Debit

Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 26th of the month your service will be restricted, and your standard monthly recurring charges will still apply. If you are experiencing difficulties making payment, please contact us so we can discuss a suitable payment plan with you. If you do not contact DrimTel and your account remains in arrears by the 16th of the following month your service will be disconnected.

Direct Debit is automatically set for the 15th of each month. You may change the nominated date by contacting our Customer Service team on 1300 109 309 Option 1 or via your account login portal [DrimTel Account](#).

Paper Invoice Fee

Please consider the environment and opt for electronic billing (no charge) along with Direct Debit. You will be charged \$2.50 each month if you choose to receive paper bills.

Payment Processing Fee

You will pay your monthly recurring charges plus any usage not included in your plan by Credit Card, Direct Debit, BPAY, Australia Post Billpay or Direct Deposit by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment process fees. Other payment methods and associated processing fees can be found on our website: <https://drimtel.com.au/faqs>

Late payment fee

If you don't pay your bill by the due date you will incur a late payment fee of \$10.00 + GST. If you are experiencing any financial hardship, please contact our team for options available to you.

Medical & Security Alarms

If you use a medical or security alarm, you must make your own enquiry to see if it is compatible with the NBN before signing up with DrimTel. It is important you contact your medical or security alarm provider to check if they are compatible with the NBN service and identify what alternatives are available before we move you to the NBN network. Remember to register with NBN Co's Medical Alarm Register at www.nbnco.com.au

NBN service and power outages

Your nbn service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation. If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

Supplier Name and Customer Service Contact Details

DrimTel Pty Ltd
ABN: 43 665 890 915
Customer Service: 1300 374 683
Opening Hours: 7:30am to 5:30pm WST
Alternatively, submit a [Help Ticket](#)

How to Access our Complaints Handling Process

If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at www.drimtel.com.au/legal

TIO Contact Details

Our complaint resolution team can be contacted at accounts@drimtel.com.au. Please contact us in the first instance so we can try to resolve your complaint. If you are not satisfied with the resolution of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058. For full details, visit www.tio.com.au/contact-us

Full Legal Terms and Conditions

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The above information is based on the standard service offering and is only a summary. On occasion, DrimTel, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.