

## Critical Information Summary

### NBN Services

Information about the Service	
<b>Service Description</b>	NBN broadband internet service for residential and business, NBN stands for the National Broadband Network which is a federal government initiative.
<b>Service Speed Categories</b>	<p>NBN speed* categories on offer are:</p> <ul style="list-style-type: none"> <li>• Up to <b>12Mbps</b> download &amp; <b>1Mbps</b> upload</li> <li>• Up to <b>25Mbps</b> download &amp; <b>5Mbps</b> upload</li> <li>• Up to <b>50Mbps</b> download &amp; <b>20Mbps</b> upload</li> <li>• Up to <b>100Mbps</b> download &amp; <b>40Mbps</b> upload</li> <li>• <b>Unlimited Data.</b> The plans being presented do not have any data volume restrictions other than the limitations of speed.</li> </ul> <p>*All stated speeds are theoretical maximums and in most cases, due to many influencing factors, are unlikely to be consistently achieved and in many installations, the maximums may never be achieved.</p>
<b>Network Coverage</b>	NBNCo. is rolling out the national broadband network within specific regions as per their roll-out schedule, therefore not all areas will currently have NBN coverage. Please use the NBNCo. address status checker tool to determine if NBN is currently available in your area before ordering.
<b>Prerequisites</b>	NBNCo. must have activated the NBN services within the region covering the customers address before a service can be installed. A NBN configured router must be purchased or be made available prior to service activation. Note: NBN routers not supplied by Motion Telecom may not be configured to be able to deliver any additional bundled services.
<b>Bundling</b>	A customer can choose to add additional or upgraded services to their plan, which may result in additional payments.
<b>Restricted Offer</b>	This CIS also reflects any 'Special Offer' which at time of release is restricted to existing customers, related customers, employees and invited customers of Motion Telecom Pty Limited and Aggregato Group Limited companies. It is not a general public offer.

## Information about Pricing

<p><b>Minimum Term Service Cost</b></p>	<p>The agreement terms are as stated within the plans with the most common being</p> <ul style="list-style-type: none"> <li>• <b>Month-to-Month</b> <p><b>30 Days' Notice:</b> With the requirement of 30 days' termination notice it effectively makes it a 2-month min. service payment</p> <p><b>Wi-Fi Router:</b> \$149 includes Wi-Fi Router, Configuration &amp; Shipping* and router remains yours to keep. If you choose to supply your own Wi-Fi router then it must be NBN compatible and approved, and obviously you will not need to purchase another router.</p> <ul style="list-style-type: none"> <li>○ NBN 12Mbps Min Cost = \$59 x 2 = \$118 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> <li>○ NBN 25Mbps Min Cost = <b>\$69.95</b> x 2 = \$139.90 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> <li>○ NBN 50 Mbps Min Cost = \$89 x 2 = \$178 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> <li>○ NBN 100Mbps Min Cost = \$99 x 2 = \$189 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> </ul> </li> <li>• <b>12 Month Term</b> <p>No 12-month term option currently available with Motion Telecom</p> </li> <li>• <b>24 Month Term</b> <p><b>30 Days' Notice:</b> 30 days termination notice is required prior to contract end if billing is to stop, otherwise billing will continue on a month-to-month bases until notification has been received.</p> </li> </ul>
<p><b>Wi-Fi Router</b></p>	<ul style="list-style-type: none"> <li>• Base Wi-Fi Router for 25Mbps Plan = \$149</li> <li>• Base Wi-Fi Router for 50 &amp; 100 Mbps plans = \$49 <sup>(1)</sup></li> </ul> <p><sup>(1)</sup> Motion Telecom subsidizes Wi-Fi Router costs, Configuration &amp; Shipping* for NBN 50 &amp; 100Mbps plans.</p> <p>Motion also offers subsidizes Wi-Fi router upgrades to models more suited to demanding multi-user, gaming &amp; movie streaming environments.</p> <ul style="list-style-type: none"> <li>• Mid-range Wi-Fi Router Subsidized = \$95</li> <li>• Hi-end Wi-Fi Router Subsidized = \$165</li> </ul> <p>If you choose to supply your own Wi-Fi router however it must be NBN compatible and configurable, then obviously you will not need to purchase another router.</p>

	First payment includes one full month's service + cost of Wi-Fi Router & cost of any Add-Ons
<b>Total Cost of service over 24 months (Standard)</b>	<ul style="list-style-type: none"> <li>• NBN 25Mbps Min Cost = \$65 x 24 = \$1,560 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> <li>• NBN 50 Mbps Min Cost = \$84.99 x 24 = \$2,039.76 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> <li>• NBN 100Mbps Min Cost = \$94.99 x 24 = \$2,279.76 + Wi-Fi Router &amp; Cost of Add-Ons (if any)</li> </ul>
<b>24 Month Term 'Special Offer' Invitation Only plans</b>	<ul style="list-style-type: none"> <li>• 'Special Offer' plans are reserved for existing &amp; related customers of Motion Telecom and Aggregato Global Ltd, employees and invited guests. <b>You must have registered with Motion Telecom to have received a link to a 'special offer'. 'Special Offer' plans are not a general public offer.</b></li> <li>• 'Special Offer' plans have the same monthly fees, equipment costs and add-ons available as the standard 24 month plans other than they have an early termination option.</li> </ul>
<b>Minimum Total Cost of service Termination Notice</b>	<p>Early termination of 25/5, 50/20 &amp; 100/40 Mbps, 24-month term is available post the 13<sup>th</sup> month (start 14<sup>th</sup> month), with 30 days' prior notice plus One full month service cost as an early termination fee.</p> <ul style="list-style-type: none"> <li>• NBN 25Mbps Min Cost = \$65 x 13 + \$65 ET fee = \$910.00 + upgrades and add-ons (if any)</li> <li>• NBN 50 Mbps Min Cost = \$84.99 x 13 + \$84.99 ET fee = \$1,189.86 + upgrades and add-ons (if any)</li> <li>• NBN 100Mbps Min Cost = \$94.99 x 13 + \$94.99 ET fee = \$1,329.86 + upgrades and add-ons (if any)</li> </ul>
<b>Post Anniversary conversion to a Month-to-Month service</b>	All services will automatically convert to a month-to-month service post completion of their anniversary term. To cease having the service presented and billed you will need to provide <b>30 Days' Notice</b> .
<b>30 Days' Notice</b>	All plans require 30-day prior cessation notice and services will continue to operate and provide a billed service post any anniversary or end of contract date, unless <b>30-Days' Notice</b> is provided.
<b>Inclusions, exclusions &amp; conditions</b>	Standard monthly service fees exclude any add-ons, options, bundles, upgrades, and also exclude any Setup Fee (NBN Wi-Fi router purchase, configuration, freight).
<b>Setup Fees (Wi-Fi Router Modems, Configuration, Freight*)</b>	These may vary from time to time and are also unit/model dependent, software and services being supplied.

<b>Freight or Delivery or Shipping</b>	Standard freight to Australian mainland area within 50Kms of a city or major rural center, and excludes remote areas and islands
<b>Wi-Fi Router and Warranty</b>	Where fully purchased by you, then you retain ownership of NBN ready Wi-Fi modem router. Router warranty is <b>manufacturer's warranty</b> . Motion Telecom will assist with any warranty and replacement issues; however you must follow the manufacturer's warranty terms, conditions, and processes. NBN Wi-Fi router models and costs may vary from time to time along with upgrade to higher performance options. NBN routers not supplied by Motion Telecom may not be configured to be able to deliver any additional bundled services.
<b>Cost of 2 Minute Standard National Mobile Call</b>	If a mobile call option where included in the service then this will cost <b>\$0.36</b> (pay as you go, not plan based).
<b>'Special Offer' Maximum Early Termination Fee</b>	<p>One additional full month of service post the 13<sup>th</sup> month of the term where 30 days' notice was provided.</p> <p><b>NBN 25/5</b> 24-month term plan and post 13<sup>th</sup> month <b>\$65.00</b></p> <p><b>NBN 50/20</b> 24-month term plan and post 13<sup>th</sup> month <b>\$84.99</b></p> <p><b>NBN 100/40</b> 24-month term plan and post 13<sup>th</sup> month <b>\$94.99</b></p> <p><i>Plus</i> balance of any upgrades or add-ons (if any)</p> <p><b>Early termination event prior to completion of the 13<sup>th</sup> month of a term:</b> termination fee calculation is the balance of the monthly payments required to reach the end of the 13<sup>th</sup> month term, plus one full month of service, plus any upgrade and add-ons (if any).</p>
<b>Pro Rata</b>	Your first bill will include a 'Pro Rata' Charge to cover the days between you connecting and the end of your billing cycle, plus your setup fee, if applicable. Each billing cycle will commence and finish on the same date each month.
<b>Cost of Standard National SMS and Cost of 1MB of data within Australia</b>	SMS not available form this service. There is no charge for the volume of data being transferred (Unlimited).
<b>Billing Cycle</b>	Billing cycle is in advance and not in arrears.

Other Information	
<b>Billing usage can be obtained from</b>	<a href="http://www.selcomm.com.au/Budgetel/CustomerSelfCare/Management/Login.aspx">www.selcomm.com.au/Budgetel/CustomerSelfCare/Management/Login.aspx</a>
<b>Customer Care contact details</b>	<p><b>Phone:</b> 1300 133 399</p> <p><b>Fax:</b> 03 8678 3177</p> <p><b>Postal address:</b> PO Box 6170 North Sydney, NSW 2059</p> <p><b>General enquiries:</b> <a href="mailto:info@motiontelecom.com.au">info@motiontelecom.com.au</a></p> <p><b>Internet support enquiries:</b> <a href="mailto:motionsupport@motiontelecom.com.au">motionsupport@motiontelecom.com.au</a></p>
<b>Internal Dispute Resolution Process</b>	Please review the Complaints Handling policy, found at <a href="http://www.motiontelecom.com.au/content/about/generalterms.html">www.motiontelecom.com.au/content/about/generalterms.html</a>
<b>TIO contact details</b>	<p><b>Website:</b> <a href="http://www.tio.com.au/making-a-complaint">www.tio.com.au/making-a-complaint</a></p> <p><b>Phone:</b> 1800 062 058</p> <p><b>Fax:</b> 1800 630 614</p> <p><b>Postal address:</b> PO Box 276 Collins St, West Melbourne VIC 8007</p>
<b>Post-Sales Support</b>	<p><b>Phone:</b> 1300 133 399</p> <p><b>Email:</b> <a href="mailto:motionsupport@motiontelecom.com.au">motionsupport@motiontelecom.com.au</a></p>