

Critical Information Summary – NBN Internet Services

This summary provides key information about our NBN internet services. For comprehensive details, please contact us at hello@connext.com.au or 08 9129 4455.

Plan Details

Plan Name	Speed Tier (Download/Upload)	Monthly Cost	Minimum Term	Total Minimum Cost (1mo)
NBN25	25/10 Mbps	\$65	1 month	\$65
NBN50	50/20 Mbps	\$85	1 month	\$85
NBN100	100/20 Mbps	\$95	1 month	\$95
NBN250	250/25Mbps	\$109	1 month	\$109
NBN1000	1000/50Mbps	\$119	1 month	\$119

Please refer to the Typical Evening Speeds table on the next page for expected typical evening speeds of each plan.

Key Features

- Flexibility: No long-term contracts; all plans are month-to-month.
- Speed Options: Choose from three speed tiers to match your needs.
- Upfront Payment: All fees are payable in advance.
- Unlimited Data: Enjoy unlimited data usage on all plans.

Important Information

- **Minimum Term:** The minimum term is one month.
- **Speed Information:** The speeds listed are the maximum attainable under ideal network conditions. Actual speeds may vary due to factors such as network congestion, device limitations, and physical location. Typical evening speeds (7 pm - 11 pm) may be lower.
- **Payment Terms:** Monthly fees are due in advance. Billing commences on the 27th of each month, for the month in advance. Your first month will include a prorate charge from the current day through to the 27th of the current month, plus the full following month in advance (if after 20th)
- **Equipment Required:** A compatible NBN-ready modem/router is required. For FTTN/B connections, a VDSL-compatible modem/router is necessary. Ensure your device is not locked to another provider and is properly configured. If you're not sure, please contact us prior to ordering services, and we can advise. We also have a range available for purchase. Modems purchased from Connex remain the property of Connex until the invoice is paid in full. Should the invoice remain unpaid, Connex reserves the right to recover the device.
- **Service Availability:** NBN services are available in selected coverage areas. To check availability, please use the address checker at <https://www.nbnco.com.au> or contact our team at hello@connext.com.au or 08 9129 4455.
- **Factors Affecting Speed:** Speeds can be influenced by various factors, including your access type, network congestion, line condition, internal wiring, hardware and software, weather, or infrastructure faults. Devices connected via Wi-Fi may experience slower speeds than those connected via Ethernet cable.
- **New Development Fee:** A \$300 New Development Fee may apply if your premises are identified by NBN Co as being within a new development area. This fee is payable by the customer. We will notify customers prior to ordering your service(s) with our upstream provider if this applies to you.
- **Other NBN Charges:** NBNco may charge other fees, such as missed appointment fees, cancelled appointment fees, subsequent installation fees & no fault found fees. These fees may be passed on to you.

Other Information

- **Customer Support:** For assistance or further information, contact our support team at hello@connext.com.au or phone (08) 9129 4455.
- **Billing:** Monthly billing cycles apply. Payments must be made on or before the due date to avoid service interruption.
- **Cancellation:** If you cancel your plan or transfer your NBN service to a new provider, you will not receive credits or refunds for any unused days remaining in your current billing period
- **Acceptable Use Policy:** Usage is subject to our Acceptable Use Policy, which outlines the rules and guidelines for using our internet services.

Typical Evening Speeds

Plan Name	Typical Evening Download Speed (7pm to 11pm)	Typical Evening Upload Speed (7pm to 11pm)
NBN25	24Mbps	9Mbps
NBN50	48Mbps	17Mbps
NBN100	95Mbps	17Mbps
NBN250	248Mbps	21Mbps
NBN1000	880Mbps	42Mbps

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.

For more information, please refer to the [ACCC website](#)

Medical & Security Alarm Systems

If you use a medical or security alarm, you are responsible for verifying it's compatibility with the nbn network and any special requirements it may have with the appropriate vendor(s) before signing up to Connex nbn services. They may also be able to provide alternative means of connectivity.

Power Outages & NBN Services

Your nbn internet service will not work during a power outage – which will impact your ability to make or receive phone calls through any VoIP services, including calls to emergency & 000 services. You will require a mobile phone service in this instance. If your premises has any critical safety devices (lift phones, medical alarm systems, back to base alarms, fire indicator panels) you should consider installing secondary/backup comms for these devices. Please contact the appropriate vendor(s) for more information.

Please note that this summary does not include any special offers or promotions that may be available from time to time.