

# Australia Power Control Systems Pty Ltd

## Critical Information Summary

### *NBN Fibre plans*

#### *Information About The Service*

##### **The service:**

The NBN Fibre service is a broadband Internet service that uses the NBN Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your premises.

The NBN Fibre service is only available within an NBN Fibre ready service area. NBN Fibre availability can be checked using the online coverage checker at: <http://retail.apcs.com.au/ezy2/members/>

Standard installations are completed with a charge of \$33 to you. Non-standard installations may require you to pay additional charges, including the \$300 new development charge imposed by the NBN. You will require an NBN-compatible router if you want to connect multiple devices at once. The router will need to be WiFi or VoIP enabled if you want to connect wireless devices. APCS can provide you with a WiFi modem at an additional cost.

##### **Mandatory components:**

You will require a modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information

##### **Minimum term:**

The service is available with a minimum term of 12 months or 24 months.

##### **Important conditions:**

This service may not be available at your location. Please go to <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html> or call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

##### **Maximum monthly charge:**

The maximum monthly charge depends on whether you choose to renew your data allowance before the end of your current usage month. To reset your data allowance you can call or email us any time by calling 1300300056 or by sending an email to [support@key.net.au](mailto:support@key.net.au). You will be charged your standard monthly plan amount again for that month. If you exceed your monthly download limit your service will be speed shaped, 256KBPS, no excess is charged.

##### **Early termination charges:**

If you cancel your service prior to the end of your contract term you will incur early termination charges. This fee is \$200 .

#### *Other Information*

##### **Usage information:**

You can monitor your usage at <http://retail.apcs.com.au/ezy2/members/> or by calling us on 1300300056.

Data use counted both ways, uploads and downloads.  
 All plans are shaped plans, no excess fees are applicable for going over the included quota.

## Information about Pricing

### Minimum and Maximum monthly charge

Monthly Included Allowance*	Speed**	Minimum and Maximum Monthly Charge 12 Month term	Minimum and Maximum charge for entire term	Minimum and Maximum Monthly Charge 24 Month term	Minimum and Maximum charge for entire term	Cost of 1GB included in plan
20GB / 40GB	12/1	49.95	599.40	49.95	1198.80	\$0.83 / GB
30GB / 60GB	12/1	54.95	659.40	54.95	1318.80	\$0.61 / GB
40GB / 80GB	12/1	59.95	719.40	59.95	1438.80	\$0.50 / GB
50GB / 100GB	12/1	64.95	779.40	64.95	1558.80	\$0.43 / GB
60GB / 120GB	12/1	69.95	839.40	69.95	1678.80	\$0.39 / GB
80GB / 150GB	12/1	79.95	959.40	79.95	1918.80	\$0.35 / GB
100GB / 180GB	12/1	89.95	1079.40	89.95	2158.80	\$0.32 / GB
120GB / UNL	12/1	99.95	1199.40	99.95	2398.80	UNL

\* data is shown as On Peak / Off Peak, meaning 20GB / 40GB as 20GB On Peak, 40GB Off Peak. Off Peak is defined as data done between 1am and 9am, all other times are considered On Peak. UNL instead of a numeric value refers to UNLIMITED, which means there is no limit for the applicable time period.

\*\* Speed is measured in Megabits per second (Mbps), and provides an 'up to' estimation of available speed on the service. Outside factors such as network conditions both inside and outside of APCS control may affect this speed.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.  
 Summary valid as of December 2016.

### Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300300056 or by sending an email to support@key.net.au if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman (TIO):*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making--a--complaint>

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