



## CRITICAL INFORMATION SUMMARY

### Information about the service

Flip's NBN Home Plans are designed to provide residential Broadband and Home phone VoIP services over the National Broadband Network in Australia. Flip Services are Subject to Fair Use Policy as stated the Flip Standard Terms and Conditions

#### Inclusions and Exclusions:

This is a residential only Service that includes Unlimited Data. It does not include priority assistance or Static IP's. Static IP's can be rented from Flip pending availability

#### Availability

Flip's NBN service will only operate in NBN enabled areas and is conditional on our supplier having network coverage. All plans are available only on direct debit through a nominated Credit Card and are subject to the Flip credit assessment.

#### Equipment

You will need a compatible NBN/VDSL/VoIP Modem router and an Analogue handset for the VoIP phone (plugged into your Modem/Router). Modems can be purchased from Flip. Flip's NBN services will work in most situations and support a wide range of devices however, particularly with older equipment based on analogue technology i.e. Medical or back to base alarms, Faxes Machine, etc, are instances of non - compatibility.

#### Minimum Term

Flip's NBN plans have no minimum commitment. These are month to month and are non refundable.

### Information about pricing

Plans	Value 12	Premium 25	Family 50	Turbo Boost 100/20	Turbo Plus 100/40	*Super Speed 250/25
Typical Evening Speed (download/upload)	12/0.8 Mbps	25/4.0 Mbps	50/17 Mbps	91/17 Mbps	91/34 Mbps	236/21 Mbps
Data Included	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard Price per month	\$48.90	\$54.90	\$64.90	\$79.90	\$89.90	\$94.90
**Bundled Price per month with an Active Electricity & GAS Service with Sumo	\$29.90	\$39.90	\$49.90	\$64.90	\$69.90	\$74.90
** Bundled Price per month with an Active Electricity or Gas Service with Sumo	\$39.90	\$49.90	\$55.90	\$69.90	\$79.90	\$84.90

\*Super Speed Plan is only available on NBN Fibre to the Premises and Hybrid Fibre Coaxial Technology.

\*\*Promotional Pricing: Cannot be used in conjunction with any other Flip Offer. This applies to customers with a new active Electricity/Gas service or both with Sumo Flip Energy plan. Existing Sumo Energy customers are not eligible for the offer. Plan reverts to Standard Price per month if the Sumo Flip Energy service is cancelled

**Typical Evening Speed:** (7pm-11pm local time). For More information refer to the NBN Facts Sheet.

#### Optional NBN Phone Packs

Phone Plan	Basic	Standard	Bonus
Monthly Charge	\$3.30	\$9.95	\$19.95
Local Calls	20c	Included	Included
National Calls	20c p/m	Included	Included
Mobile Calls	33c p/m	33c p/m	Included

13/1300 numbers: 40 cents per call.

International Call rates can be viewed at

[https://www.flipconnect.com.au/storage/pdf/nbn/FlipInternational\\_rates\\_on\\_nbn.pdf](https://www.flipconnect.com.au/storage/pdf/nbn/FlipInternational_rates_on_nbn.pdf)

Mobile Calls are only Australian Mobiles. Flagfall fee of 39 cents applies for all timed calls except included calls.



## Other Costs

Other Costs	Cost	Description
NBN New Development Fee	\$300.00	Charged Upfront on the Nominated Credit Card (If Applicable)
Modem (inc delivery)	\$219.00	Charged Upfront on the Nominated Credit Card (If ordered)
Late Payment Fee	\$10.00	If payment is not received by the due date
*Static IP	\$5.50	Charged monthly on the Nominated Credit Card (If requested)
Paper Bill Processing Fee	\$2.98	Charged monthly on the Nominated Credit Card (If requested)

\*Static IPs are limited and may not be available on all plans.

## Other Information

**The Order:** Once we have begun setting up your NBN service, the order cannot be withdrawn without charge.

**Activation Date:** Flip will rely on the NBN in relation to service activation date and billing charges, irrespective of whether the service is online. It remains the customers' responsibility to connect the service.

**Termination Notice:** You may request to cancel the NBN service by providing a minimum 30 day notice. All plans are non refundable.

**14 DAY SATISFACTION GUARANTEE:** Our nbn™ 14 Day Satisfaction Guarantee allows you to cancel within the first 14 days of connecting your nbn™ services and not be charged your monthly nbn™ plan fee. Please note: all hardware (modem, mesh, etc.) are non-refundable and are covered by Manufacturer warranty.

**Billing and Payment Information:** Billing is monthly with the NBN service start date being the beginning of your billing cycle. The first bill charges pro rata to the end of the month of activation plus the following month; thereafter, an advanced monthly charge applies to all subsequent invoices. Advanced payment also applies to Other Costs (see table above). Call charges are only for the month of billing e.g. calls that you have made in May are billed in June. All plans are available only on direct debit through a nominated Credit Card. Flip will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Packs provide exemptions. I.e. Standard Phone Pack is inclusive of Local, National and Bonus Pack is inclusive of Local, National and Mobile calls.

**Customer Service Guarantee:** Flip's NBN Bundle/Phone plans are optimised to represent the best possible value and as such, it is a condition in accepting this service that you agree to waive CSG (Customer Service Obligation) as pertaining to NBN Phone service. (Flip NBN Phone /VoIP services under this clause are designated as a standard Telephony service). For full details of the

Telecommunications Act - CSG Click here: <http://www.acma.gov.au> or alternatively, contact Flip on 1300 354 788. Telephone service during a Power Outage - During a power failure your Flip NBN phone will not operate nor will you be able to make or receive calls, including emergency calls i.e. 000. Further, Flip NBN phone plans will not support Priority Assistance. E.g. Medi Alert. If you have a requirement to use an alarm service that is dependent on the availability of the phone service, it is paramount that you consider the provision of a suitable Battery backup unit for use in the event of a power outage. Flip does not supply a battery backup with the power supply. Further information is available on [www.nbnco.com.au/battery](http://www.nbnco.com.au/battery)

## Call and Data Usage Information:

To obtain data and/or call usage or prior invoices contact Flip customer service on 1300 354 788 during business hours or email [enquiries@flipconnect.com.au](mailto:enquiries@flipconnect.com.au)

## Flip Contact Details

1300 354 788; +61 2 8666 8258 (Outside Australia)  
Email Enquires: [enquiries@flipconnect.com.au](mailto:enquiries@flipconnect.com.au)  
Fax number: +61 2 9314 1717  
Postal address: Flip TV Pty Ltd, Locked Bag 9002, Maroubra NSW 2035.

## Complaint handling

In order to access our internal dispute resolution process. Please contact us at: [enquiries@flipconnect.com.au](mailto:enquiries@flipconnect.com.au) Alternatively you can view our complaint handling process at: <https://www.flipconnect.com.au/home/pdf-doc/Complaint-Handling-Process.pdf>

## TIO Contact Details

If you are not satisfied with our complaint handling process and you have communicated your concerns with a Senior Manager you may seek help from the Telecommunication Industry Ombudsman for Mediation on 1800 062 058 or post PO Box 276, Collins Street West, VIC 8007.

Terms and Conditions: <https://flipconnect.com.au/>