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 and NORD VPN Subscription 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 or Bank Account and are subject to 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. Please refer to your manufacturer instructions for any compatibility issues or contact Flip for more information.

Minimum Term

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

Information about pricing

Plans	Speed Tier	Typical Evening Speed	Data included	*Promotional Monthly Charge	Standard Monthly charge
Family	50/20	50/17 Mbps	Unlimited	$68.00	$84.90
Turbo Boost	100/20	100/17 Mbps	Unlimited	$69.00	$88.90
Fast Speed**	500/50	500/42 Mbps	Unlimited	$69.00	$88.90

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

*Promotional Pricing: This applies to new customers connecting for the first time only. Customers and or householders previously connected with Flip at any address are not eligible for promotional pricing. Plans come with a promotional monthly price discount per month for the first 6 (six) months of connection only; after which, the price goes back to the standard price as shown in the table above and it is not in conjunction with any other offer.

****Fast** Speed plans are only available on NBN **Fibre to the Premises** & **Hybrid Fibre Coaxial** Technologies.

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 within Australia	33c p/m	33c p/m	Included
13/1300 numbers: 40 cents per call. Flagfall fee of 39 cents applies for all timed calls except included calls. International Call rates can be viewed at https://www.flipconnect.com.au/storage/pdf/nbn/FlipInternational_rates_on_nbn.pdf			

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
Paper Bill Processing Fee	$3.96	Charged monthly on the Nominated Credit Card (If requested)
Eero Secure	$1.98	Per month Subscription after 12 months
NORD VPN Subscription	$15.00	Per month If the NBN service is cancelled.

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 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: We will not refund the cost of any modem that you have purchased from us. Modems are yours to keep, are unlocked and can be used with an alternative provider or technology type. Any fees associated with new development work are also non-refundable and non-creditable under any circumstances.

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 1300354788**.** 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

Call and Data Usage Information:
To obtain data and/or call usage or prior invoices contact Flip customer service on 1300354788 during business hours or email enquiries@flipconnect.com.au

Flip Contact Details
1300354788
Email Enquires: enquiries@flipconnect.com.au
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 Alternatively you can view our complaint handling process HERE

TIO Contact Details
If you are not satisfied with our complaint handing 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 & Conditions: https://flipconnect.com.au/