

NBN 100 - NBN (Residential)

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| Service Description: NBN Internet - 100/20 Mbps | Inclusions: Unlimited Data |
| Minimum Monthly Charge: \$99.00 inc GST | Maximum Monthly Charge: \$99.00 inc GST |
| Early Termination Fee: \$0 (No lock-in) | Minimum Term: None (Month-to-month) |

Pricing (All inc GST)

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| Monthly Charge | \$99.00/month |
| Setup Fee | \$0 |
| New Development Setup | \$330.00 |
| Minimum Total Cost | \$99.00 |

Contract Terms & Early Termination

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|-----------------------|------------------------------------|
| Contract Term | No lock-in (month-to-month) |
| Notice Period | 30 days |
| Early Termination Fee | \$0 |

Speed Information

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| Max Download | 100 Mbps |
| Max Upload | 20 Mbps |
| Typical Busy Period (7-11pm) | 95-100 Mbps |

NBN speeds are 'up to' speeds and may vary due to network conditions, technology type, and equipment.

Included Features

- ✓ Unlimited Data

Conditions & Limitations

- Service subject to availability at your address
- NBN connection required; new connections may require NBN Co installation
- Speeds may be limited by NBN technology type (FTTN/FTTB/FTTC)
- Subject to Fair Use Policy and Acceptable Use Policy
- Prices may change with 30 days notice

Supported NBN Technologies

- FTTP (Fibre to the Premises)
- HFC (Hybrid Fibre Coaxial)
- FTTC (Fibre to the Curb)
- FTTB (Fibre to the Building)
- FTTN (Fibre to the Node)

Not all speeds available on all technology types.

Customer Service

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|--------|-----------------------------------------|
| Phone | 1300 798 718 |
| Email | support@hyperconnect.au |
| Hours | Monday to Friday, 9am - 5pm AEST |
| Portal | konnect.thecore.net.au |

Complaints & Disputes

Step 1: Contact us via phone or email above. We aim to resolve complaints within 10 business days.

Step 2: If unresolved, contact the Telecommunications Industry Ombudsman.

TIO: 1800 062 058 | www.tio.com.au

Service Provider

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|----------|---------------------------------------------------|
| Provider | Real World Technology Solutions Pty Ltd |
| ABN | 74 101 234 664 |
| Address | 2 Eden Park Drive, Macquarie Park NSW 2113 |

Learn more about broadband: For information about broadband services, speeds, and choosing the right plan, visit the Communications Alliance Broadband Education Package at www.commsalliance.com.au/BEP