

## NBN 250 - NBN (Residential)

|   |   |
|---|---|
| Service Description: <b>NBN Internet - 250/100 Mbps</b> | Inclusions: <b>Unlimited Data</b>               |
| Minimum Monthly Charge: <b>\$109.00 inc GST</b>         | Maximum Monthly Charge: <b>\$109.00 inc GST</b> |
| Early Termination Fee: <b>\$0 (No lock-in)</b>          | Minimum Term: <b>None (Month-to-month)</b>      |

### Pricing (All inc GST)

|                       |                       |
|-----------------------|-----------------------|
| Monthly Charge        | <b>\$109.00/month</b> |
| Setup Fee             | <b>\$0</b>            |
| New Development Setup | <b>\$330.00</b>       |
| Minimum Total Cost    | <b>\$109.00</b>       |

### Contract Terms & Early Termination

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

### Speed Information

|                              |                     |
|------------------------------|---------------------|
| Max Download                 | <b>250 Mbps</b>     |
| Max Upload                   | <b>100 Mbps</b>     |
| Typical Busy Period (7-11pm) | <b>200-250 Mbps</b> |

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

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

### 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](http://www.tio.com.au)

### Service Provider

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

**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](http://www.commsalliance.com.au/BEP)