

## NBN 500/50 - NBN (Residential)

Service Description: <b>NBN Internet - 500/50 Mbps</b>	Inclusions: <b>Unlimited Data</b>
Minimum Monthly Charge: <b>\$99.00 inc GST</b>	Maximum Monthly Charge: <b>\$99.00 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>\$99.00/month</b>
Setup Fee	<b>\$0</b>
New Development Setup	<b>\$330.00</b>
Minimum Total Cost	<b>\$99.00</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>500 Mbps</b>
Max Upload	<b>50 Mbps</b>
Typical Busy Period (7-11pm)	<b>400-500 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)