



Critical Information Summary

Information about the Service

Flip TV's NBN Home Plans are designed to provide residential Broadband and Home phone VoIP services over the National Broadband Network in Australia.

Inclusions - Unlimited Data.

Exclusions - Flip TVs NBN service will only operate in NBN enabled areas and is conditional on our supplier having network coverage. These plans are subject to Flip TV's Acceptable Use Policy. All plans are available only on direct debit through a nominated Credit Card or Savings account

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 at a charge of **\$149.00 including GST**.

Incompatible Equipment - Flip TVs NBN service will work in most situations, 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 TV for more information.

Minimum term - The Home NBN plans have no minimum commitment. These are month to month. For cancellations 30 days notice is required. 12 months Contracts are also available.

Information about Pricing

Plan: Typical Evening Speed:	Value 10mbps*	Family 43mbps*	Fast 82mbps*
Standard Monthly charge	\$49.90	\$64.90	\$89.90
Data Included	Unlimited	Unlimited	Unlimited
Promotional Initial Setup Fee (No Lock in Contract)	\$0.00	\$0.00	\$0.00
Initial Setup Fee (No Lock in Contract)	\$59.00	\$59.00	\$59.00
Non Promotional Cost in the first month (No Lock in Contract)	\$108.90	\$123.90	\$148.90
Cost in the first Month (12 Months)	\$49.90	\$64.90	\$89.90
Total minimum Cost (12 Months)	\$598.80	\$778.80	\$1,078.80

Optional NBN Phone Packs			
Phone Plan	Basic	Standard	Bonus
Monthly Charge	\$2.95	\$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: 35 cents per call. International Call rates can be viewed at https://www.flipconnect.com.au/home/pdf-doc/International%20rates%20on%20nbn.pdf Mobile Calls are only Australian Mobiles.			
Flagfall fee of 33 cents applies for all timed calls except included calls.			



NBN Development Charge - As of 1st April 2016, NBN Co has implemented a Development charge of **\$300.00 inc GST** for new sites that they classify as "New Development. Flip TV, during the provisioning process will advise you of your site classification and you will have the option to proceed with the order.

Flip Equipment Cost: If Selected Modem = **\$149.00 INC GST** includes Delivery, If selected Wifi extender = **\$169.00 INC GST** Includes Delivery

Upfront Costs. – If equipment is selected the nominated credit card will be charged upfront prior to dispatch, ie. **\$149.00 Modem Cost** and or **\$169.00 Wifi Extender**. Upon activation from NBN the nominated credit card will also be charged Standard Monthly charge **Pro rata**, Standard Monthly charge **One month in Advance** and If applicable, NBN **New Development Fee of \$300.00**

Service Terminations: Early Termination Fee – **Early Termination fee of \$99.00** applied for services cancelled, churned or ported within 12 months contract period.

Other Information

***Typical Evening Speeds** (7pm-11pm local time). Actual speeds may be slower and vary due to numerous factors including Access Method particularly Fibre to the Node/Building and Fixed Wireless. For more information go to 1.2.0 Internet Speeds by clicking on the following link- <https://www.flipconnect.com.au/nbn-terms-conditions/>

Termination Notice: You may request to cancel the NBN service by giving at least 30 days notice. You must pay for charges for the service up to the end of the notice period.

Billing information- Flip TV will bill you for all calls including Local, National, International, and calls to mobiles except when the NBN Phone Packs provides exemptions. I.e. Standard Phone Pack is inclusive of Local, National and Bonus Pack is inclusive of Local, National and Mobile calls. The first Billing invoice will be a pro-rata from the date that you joined Flip TV and a month in advance for all NBN plan charges. Call charges are only for the month of billing. Eg The calls that you have made in May are sent to you in June. All plans are available only on direct debit through a nominated Credit Card.

Customer Service Guarantee FlipTV NBN Bundle/Phone plans are optimise 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. (FlipTV 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, call contact Flip TV Sales on 1300 354 788. **Telephone Service during a Power Outage.** - During a power failure your Flip TV NBN phone will not operate nor will you be able

to make or receive calls, including emergency calls i.e. 000. Further, Flip TV NBN phone plans will not support Priority Assistance. E.g. Medi Alert. If you have a requirement to use an alarm service that is dependant 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 TV does not supply a battery backup with the power supply. Further information is available on www.nbnco.com.au/battery

To obtain data on your Call usage prior invoices contact Flip customer Service on 1300 354 788 during business hours or email enquiries@FlipTV.com.au

If you have any concerns about the service we are providing to you, please contact us at your convenience. **How to contact Flip TV** - Flip TV's call centre is situated in Australia and we are available six days a week during the following hours: Mon-Fri 9:00am-7:00pm, Sat 10am-3pm. Sun Closed.

Customer Service Enquiries: 1300 354 788, +61 2 8666 8258 (Outside Australia). **Email Enquires** enquiries@FlipTV.com.au **Fax number:** +61 2 9314 1717

Postal address: Flip TV Pty Ltd, Locked Bag 9002, Maroubra NSW 2035

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.