Critical Information Summary

Home Internet Plans

nbn™ Plan	Basic Plan 25/5	Standard Plus Plan 50/20	Fast Plan 100/20	Super Fast Plan 500/50	Hyper Fast Plan 1000/50	Maximum Plan 2000/200
Monthly Charge	$69.00	$84.00	$95.00	$95.00	$115.00	$195.00
Typical evening download speeds (7pm-11pm)	24Mbps	49Mbps	95Mbps	443Mbps	600Mbps	1600Mbps
Typical evening upload speeds (7pm-11pm)	5Mbps	20Mbps	20Mbps	50Mbps	50Mbps	200Mbps
Data Limit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Early Termination Fee	$0	$0	$0	$0	$0	$0

Information about the Service

Service Description

E.Tel provides high-speed internet services via the nbn™ network, offering multiple speed tiers to suit different usage needs. These include standard web browsing and streaming, as well as ultra-fast internet for high-demand activities.

Minimum Term: 1 month (No lock-in contracts).

Included in the Service

Unlimited Data: All E.Tel nbn™ plans come with unlimited data for use within Australia.

Activation: No activation fee applies when you sign up for any E.Tel nbn™ plan.

Modem: If you purchase a modem from E.Tel, it will be pre-configured for your nbn™ service, so you can easily plug it in and start using it right away.

Requirements to Access the Service

An nbn™ supplied equipment: E.Tel strongly recommends using the Pre-Configured E.Tel modem to ensure optimal performance and compatibility with the nbn™ network. If you don't already have an nbn™ compatible modem, you can purchase one from E.Tel at an additional upfront cost.

An active nbn™ connection: E.Tel will facilitate the connection to the network as part of your plan activation. This may require an nbn™ approved technician to visit your premises for installation, depending on the technology type at your address.

Coverage

The service is available in nbn™ serviced areas across Australia. The exact connection technology depends on the Australia's new broadband infrastructure available at your location. For more details, please visit https://www.nbnco.com.au/learn/rollout-map

Technical Limitation

Speed Variability: If your connection is via Fibre to the Node (FTTN), Fibre to the Building (FTTB), or Fibre to the Curb (FTTC), your actual speed may vary depending on the quality of the NBN infrastructure at your premises. E.Tel will notify you within 1-2 days if your line cannot support the selected speed tier.

Power Failures: nbn™ services will not function during power outages unless connected via Fibre to the Premises (FTTP) with a battery backup.

Plan Changes and Biling Details

Billing Cycle is from the first day of each month to the last day of each month. Customers pay their monthly fee on a pro-rata basis for the first calendar month, similarly, data allowance and voice allowance for the first month is also on a pro-rata basis.

Changing Your Plan: You can change your plan anytime through your online account at www.etel.com.au/account. If the change is requested before the 15th of the month, the new plan's rates and fees will take effect from the first day of the following month. Requests submitted after the 15th will apply starting from the first day of the subsequent month.

Other Fees and Charges

New Development Fee: A $300 new development fee may be applied by NBN Co if your premises require new infrastructure for an NBN connection. This fee typically applies to newly developed areas or premises, including new homes, lots under construction, and properties requiring a new address. You will be informed during sign-up if this fee is applicable.

Other Possible Costs: You can change your plan at any time without any additional charges. If you choose to upgrade your plan before the end of your current billing cycle, you will need to pay the difference between your current plan and the new plan. Please note, we do not provide refunds for downgrades made to your plan.

All costs mentioned in this critical information summary include GST.

Cancellation and Termination

Cancellation Fees: No early termination fees apply, as all plans are month-to-month.

Service Termination: E.Tel reserves the right to terminate your service if you fail to pay your bill on time, engage in abusive behavior towards staff, or breach our Terms and Conditions or Fair Use Policy. You will be notified prior to any service termination, and efforts will be made to resolve any issues beforehand.

Usage Information

Usage information can be monitored through your online account at www.etel.com.au/account. All usage timestamps are based on AEST (time in Sydney, NSW) regardless of where you called from. Please note usage details online and SMS notifications are according to data retrieved from the network which can have a delay of up to 48 hours for standard services items, and longer for other items such as International calls, roaming, satellite calls, etc. Your online account will also allow you to check your balance or to view your current usage or bills and all other needs regarding your service.

Support

If you have any questions, contact our support via support@etel.com.au or call us on 1300 383 588 for urgent connection issues.

Complaints

We are committed to providing you with excellent service, if you have any questions or are dissatisfied with something, we encourage you to always contact us first by calling 1300 383 588 or emailing support@etel.com.au. We will do our best to solve your problem during our first contact.
Should you wish to access E.Tel's official complaints handling process please go www.etel.com.au/policy.
If your complaint was not resolved within 7 working days, you may consider contacting The Telecommunications Industry Ombudsman.
Online: www.tio.com.au/about-us/contact-us Phone: 1800062058
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