

## CRITICAL INFORMATION SUMMARY: nbn™ – Hybrid Fibre-Coaxial (HFC / Cable)

### Information about the Service

Uniscope Communications offers high quality internet connections via **nbn™**'s Hybrid Fibre-Coaxial (HFC) network. **nbn™** Hybrid Fibre-Coaxial will typically be available to any premises in a major metropolitan area where **nbn™** Fibre to the Node (FTTN), **nbn™** Fibre to the Premises (FTTP), **nbn™** Fibre to the Curb (FTTC) or **nbn™** Fibre to the Basement (FTTB) are not available. For specific details on what kind of service is available in your area, you can look up your address at [www.nbn.com.au](http://www.nbn.com.au).

All Uniscope Communications' **nbn™** plans come with unlimited downloads/uploads and a static IP address. All prices quoted on the website include GST.

#### Requirements and Availability

Availability of an **nbn™** HFC service to your premises is subject to ordering and qualification checks performed by Uniscope Communications when you place an order for the service, and you will be advised of the status of the order accordingly during the process. If **nbn™** HFC is not available, we will offer you a suitable alternative product where possible.

Customers are required to supply their own router to use with their **nbn™** HFC Connection. Uniscope Communications does not supply routers, but our staff are contactable for up to date recommendations. Please note these recommendations do not constitute any guarantee(s) regarding the recommended equipment. Any router used for connecting to an **nbn™** HFC service must have a VLAN capable Ethernet WAN port.

If you have Cable-TV services like Foxtel, you may need to install a Foxtel approved splitter if your **nbn™** HFC Service and your Foxtel service need to share the same wall-port.

It is important to be aware of certain factors that can negatively influence the perceived performance and reliability of your **nbn™** HFC service, such as:

- Congestion outside of the Uniscope network (e.g. An overloaded website, overloaded video streaming service, etc.).
- Performance limitations of the devices using the **nbn™** HFC service (e.g. Mobile phone, tablet, PC, Router, etc.).
- Congestion on the **nbn™** Network.

#### Minimum Term

All Uniscope Communications' **nbn™** Fixed Line services have a fixed minimum term of 12 months, except for the NBN™ Unlimited 1 plan, which has no fixed contract length.

## CRITICAL INFORMATION SUMMARY: nbn™ – Hybrid Fibre-Coaxial (HFC / Cable)

### Information about Pricing

#### Monthly Charges

Plan Name	Monthly Fee	Total Minimum Price (inc. standard setup)
NBN™ Unlimited 1	\$69.95	\$139.90
NBN™ Unlimited 2	\$79.95	\$979.40
NBN™ Unlimited 3	\$99.95	\$1,194.35
NBN™ Unlimited 4	\$139.95	\$1,734.35

#### Installation and Setup Fees

Contract Term	Standard Install
0 Months (NBN™ Unlimited 1 plan only)	\$69.95
12 Months	\$54.95

Standard Installation does not cover the “nbn™ New Development” fee, which is a one off payment that nbn™ charge for new delivering a service to a new development for the first time. You will be advised before your order is accepted if your connection does not meet the criteria for a Standard Install.

#### Cancellation Fees

The cancellation fee for all nbn™ HFC services is the remaining value of the full contract term at the time of cancellation.

## Other Information

#### Usage Information

Please contact us for usage information regarding your connection (refer to Customer service details).

#### Customer service details

For all support/sales/accounts enquiries please ring 1300 000 864 or email [support@uniscope.com.au](mailto:support@uniscope.com.au). Support hours are from 6AM AWST – 5PM AWST, or during critical outages.

#### Dispute Resolution

For all disputes relating to your service, refer to the following complaints process as documented on our website at [www.uniscope.com.au/information](http://www.uniscope.com.au/information). If you are unsatisfied with the outcome after following the complaint handling process, you can contact the Telecommunications Industry Ombudsman at 1800 062 058 or by visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint), for independent mediation.