



Critical Information Summary – nbn® broadband (Residential plans)

Service to be provided:

Uses nbn® infrastructure to deliver broadband to your premises.

Information about the service

What is the service?

Platinum Telecom's nbn® broadband service uses nbn® infrastructure (e.g., Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere where nbn® has been rolled out. For more details, please visit nbnc0.com.au/learn/rollout-map.

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- You will also need an NBN-ready modem/router. Platinum Telecom offers a modem/router for \$249 inc gst, which includes free 4G failover for additional service reliability.
- FTTC customers only will need an nbn® network connection device, and HFC customers will require an nbn® Network Termination Device provided free of charge by nbn®.

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection, meaning you need to transfer to an IP phone service or you will lose your current landline phone connection.
- All phone sockets in your premises may be disabled.
- If you have more than one phone line into your property, you can opt for nbn® on one line and keep your landline on the other for a service fee of \$297. This second line will be shut down 18 months after nbn® becomes live in your area.

What is included?

Features of this service include:



- Complimentary \$100 eSIM voucher (available via redemption on our website) after your 6-month anniversary
 - A second \$100 eSIM voucher (available via redemption) after your 12-month anniversary
 - Price lock guarantee for 24 months
 - Loyalty discounts starting after 12 months
-

Data Included (Fixed Wireless)

Plan	Data Limit	Monthly Charge	Typical Evening Speeds
Fast 100/20	Unlimited	\$99	47Mbps
Faster 250/20	Unlimited	\$109	NA
Fastest 400/40	Unlimited	\$125	NA

Early Termination Charge: \$0

Minimum Term: 1 month

Data Included (FTTN/FTTC)

Plan	Data Limit	Monthly Charge	Typical Evening Speeds
Value 50/20	Unlimited	\$99	49Mbps
Fast 100/20	Unlimited	\$109	99Mbps

Early Termination Charge: \$0

Minimum Term: 1 month

Data Included (HFC & FTTP)

Plan	Data Limit	Monthly Charge	Typical Evening Speeds
Fast 100/20	Unlimited	\$109	47Mbps
Faster 250/20	Unlimited	\$125	248Mbps
Fastest 1000/50	Unlimited	\$145	875Mbps



Early Termination Charge: \$0

Minimum Term: 1 month

Information about pricing

Exit fee: There are no exit fees.

Setup fee: No setup fee for this service.

Equipment fees:

Platinum Telecom can provide an NBN-ready modem/router for \$249, which includes free 4G failover service.

New development fee:

The nbn® may charge a \$300 new development fee for deploying network infrastructure to new premises. Platinum Telecom will call you to inform you if this fee applies.

Other possible charges:

- If you bundle your broadband with a phone service additional charges will apply costs may vary.
 - Plan changes are free, but if you upgrade mid-cycle, you must pay the difference. Plan downgrades do not result in prorated refunds.
 - All costs are inclusive of GST.
-

Additional Inclusions Terms and Conditions

1. Complimentary eSIM vouchers:

- Two complimentary \$100 eSIM vouchers are available via redemption on the Platinum Telecom website.
- Voucher 1 can be redeemed after your 6-month anniversary.
- Voucher 2 can be redeemed after your 12-month anniversary.
- Vouchers are valid for 3 months after issuance.
- Redemption is only available using the email address associated with the account.
- Vouchers are non-transferable and cannot be redeemed for cash.

2. Price Lock Guarantee:

- No price increases for the first 24 months of your subscription.



- If nbn® upgrades speed tiers in September 2025, complimentary speed upgrades will be provided at no extra cost.
- The guarantee is based on the original plan purchased and the complimentary speed upgrade associated with that plan.
- If you change your plan during the first 24 months, the price of the new plan will apply, but the 24-month period will not reset.
- After the initial 24-month period, if you change plans again, the price lock guarantee will restart for another 24 months.

3. Loyalty Discounts:

- A 10% discount will apply after your 12-month anniversary.
- A 15% discount will apply after your 24-month anniversary.
- The 15% discount will remain for the lifetime of the subscription as long as the customer stays connected.
- Discounts apply to the base rate of any available plan.

Other information

Call and usage information:

You can check your usage via Platinum Telecom's customer portal.

Customer service:

Our Australian-based team can help with technical support, accounts, or sales. Contact us at support@platinumtelecom.com.au.

Complaints:

If you're unhappy with the service, follow our dispute resolution process detailed on our website.

Ombudsman:

If a complaint is unresolved, contact the Telecommunications Industry Ombudsman (TIO) at 1800 062 058 or visit tio.com.au/making-a-complaint.