

Critical Information about your Koala Service.

When you're signing up to something new, it's important to know what's what. Here's a summary of all the essential information about your plan.

INFORMATION ABOUT THE SERVICE

Your plan is a broadband internet service on the National Broadband Network (NBN™). There is a limit of one Koala service per household.

What do I need in order to sign up for Koala on the NBN network?

To sign up for Koala on the NBN network, you must be in an area which is serviced by NBN Co's fibre network. When you sign up, we'll organise with NBN Co for a technician to install the NBN equipment if it's not already installed.

Depending on the type of NBN service in your area, you may be required to be available for a site installation by the NBN Co's technician. We will advise you of those requirements once the installation appointment has been confirmed.

You will also be sent a self-installation kit and will have to install the Koala service yourself using the instructions provided. The kit includes a Wi-Fi modem needed to support your broadband service.

You may also elect to have a professional install of your Koala service. Prices start from \$300. Contact us for a confirmed price.

If you're renting, you'll need to seek approval from the property owner or agent for the installation (including location within the premises for the NBN equipment).

What is my data allowance?

Koala only offers unlimited data on the NBN network.

How long do I have to sign up for?

You can take up a Koala service month by month or for a 24 month fixed term. If you choose to take up a fixed term plan, you'll revert to month by month at the end of your term.

If you're on a fixed term plan and require your service to be moved to a different area, you'll need to restart your term to avoid any service early termination charge (ETC). If you're on a fixed term plan and your service isn't available in the area to which you would like it moved, your service will be cancelled and the ETC for that service will apply.

If you move or cancel your service during the term, you'll need to pay the outstanding balance of the NBN connection charge.

Can I change my speed plan at a later date?

You can change your speed plan at any time during the month. The costs of the speed plans are detailed in the tables in 'How much will I pay'.

Once you purchase a speed plan, you can change to another speed plan after the 1st of the next month, but only twice per calendar year. If you change your speed plan, you'll receive your speed plan change straight away, and the new monthly charge for your plan will apply from the next month.

INFORMATION ABOUT PRICING MONTH BY MONTH

How much will I pay upfront?

You'll pay \$199 for your new modem when you sign up and nothing for standard activation.

How much will I pay?

The minimum cost for your service is:

Speed	Monthly Fee	Minimum Cost
12 Mbps Internet + Phone	\$59.95	\$258.95 (Modem/Setup fee + 1 month)
12 Mbps with Calls	\$69.95	\$268.95 (Modem/Setup fee + 1 month)
25 Mbps Internet + Phone	\$69.95	\$268.95 (Modem/Setup fee + 1 month)
25 Mbps with calls	\$79.95	\$278.95 (Modem/Setup fee + 1 month)

50 Mbps Internet + Phone	\$79.95	\$278.95 (Modem/Setup fee + 1 month)
50 Mbps with calls	\$89.95	\$288.95 (Modem/Setup fee + 1 month)
100 Mbps Internet + Phone	\$99.95	\$298.95 (Modem/Setup fee + 1 month)
100 Mbps with calls	\$109.95	\$308.95 (Modem/Setup fee + 1 month)

MONTH FIXED TERM

How much will I pay upfront?

You won't pay anything for your new modem or standard activation when you sign up on a 24 month contract. How much will I pay?

The minimum cost for your service is:

Speed	Monthly Fee	Minimum Cost
12 Mbps Internet + Phone	\$59.95	\$1438.80 (24 months @ \$59.95)
12 Mbps with Calls	\$69.95	\$1678.80 (24 months @ \$69.95)
25 Mbps Internet + Phone	\$69.95	\$1678.80 (24 months @ \$69.95)
25 Mbps with calls	\$79.95	\$1918.80 (24 months @ \$79.95)
50 Mbps Internet + Phone	\$79.95	\$1918.80 (24 months @ \$79.95)
50 Mbps with calls	\$89.95	\$2158.80 (24 months @ \$89.95)
100 Mbps Internet + Phone	\$99.95	\$2398.80 (24 months @ \$99.95)
100 Mbps with calls	\$109.95	\$2638.80 (24 months @ \$109.95)

Do I need to pay an NBN connection charge?

An NBN connection charge of \$300 (inc GST) may apply if you're in a newly constructed building and not already connected to the NBN. If you choose a month by month plan you'll be charged this upfront when you sign up. If you choose a fixed term plan you may pay this upfront or in monthly instalments.

How will I be billed?

You will be billed on or about the 1st day of each month (billing month) for that month's service in advance, plus any call charges if applicable. You will need to pay your bill using internet transfer or PayPal account, by the 14th of the month. If you have elected to have it charged automatically to your credit card or Paypal account, in which case we charge your credit card or Paypal account on or about the 14th.

If you fail to pay by the 14th of each month a \$10 service charge will apply to your account.

What happens if I cancel my Koala service?

If you cancel your service, we won't refund any fees that you've already paid to us. If you're on a month by month plan and you cancel after activation but before your first monthly bill you'll be charged one month's plan charge. If you're on a 24 month fixed term plan and you cancel after activation but before the term has ended, you'll be charged an early termination charge (ETC).

The maximum ETC for your service is \$240 and decreases by \$10 each billing month for a 24 month fixed term plan. If you incur an NBN connection charge, any outstanding monthly repayments for that charge will be added to your service ETCs.

Any ETC will be deducted from your credit card or PayPal account on the date you cancel your service or shortly thereafter.

Note: Once you are connected to a service on the NBN network, you will not be able to move back to the Telstra copper network.

OTHER INFORMATION

How fast is my broadband service?

The Starter speed plan gives you typical evening speeds of 20 Mbps for downloading into the home. The Standard Plus speed plan gives you typical evening speeds of 40 Mbps for downloading into the home. The Premium speed plan gives you typical evening speeds of 80 Mbps for downloading into the home. A typical evening is usually the peak user period between 7pm – 11pm each day.

Actual speeds may be faster or slower than your typical evening speed and will vary due to a number of factors including hardware and software configuration and internet traffic. These speeds exceed the capabilities of some content servers and computers. Even if you buy a faster speed plan, your NBN service can never go faster than the maximum line speed available from NBN Co. Read our [NBN speeds explained](#) and [Key facts: NBN services](#) brochures.

What happens to my existing services?

If you sign up using Fibre to The Node (FTTN), Fibre to the Basement (FTTB) or Fibre to the Curb (FTTC) and have an existing service on your line (e.g. phone, fax or internet), access to that service will be lost during the connection of your Koala service so you may experience downtime while we complete your order. Your existing provider will be notified by NBN Co when your phone line is disconnected. Once your landline phone service is lost, you won't be able to make calls or port your telephone number. We suggest you use a mobile phone to make voice calls in the interim.

If you sign up using Hybrid Fibre Coaxial (HFC) technology and have an existing cable service (e.g. internet or pay TV), access to that service will be lost during the installation of the NBN equipment and activation of your service. During the installation process, NBN Co will install an HFC RF splitter to allow your existing services to work after the installation is completed. It is NBN Co's responsibility to ensure your existing services continue to work post installation. It is your responsibility to disconnect any existing cable services that you no longer require.

If you require a landline phone service at your premises due to Priority Assistance, Koala is not a suitable product for you.

What should I do if I need help?

If you have questions about your plan or service, visit [Koala.com.au/contact-us](https://koala.com.au/contact-us). You can also call us on 1300 Koala (1300 235 664).

What should I do if I have a complaint?

At [Koala.com.au/contact-us](https://koala.com.au/contact-us) you'll find details about who to contact if you have a complaint. If we are unable to resolve your complaint, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

For full contact information for the TIO, visit tio.com.au/about-us/contact-us.

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