

# Critical Information Summary

## Cadiz<sup>3</sup> Personal nbn<sup>TM</sup>



### Service Description

Cadiz<sup>3</sup>'s Personal nbn<sup>TM</sup> is a Broadband Internet service delivered using a combination of Cadiz<sup>3</sup> and National Broadband Network (nbn<sup>TM</sup>) infrastructure (Technology types: FTTP, FTTB, FTTN, FTTC, or HFC) to the network boundary point of your premises.

Key information about this plan:

- Broadband service on the nbn<sup>TM</sup> at the nominated speed tier
- Unmetered uploads and downloads

### Availability

The service is available to Australian residents over the age of 18 and where nbn<sup>TM</sup> infrastructure is currently installed or is to be installed. Certain nbn<sup>TM</sup> service technology types (FTTN, FTTB and FTTC) may require an available copper lead-in to be connected at the premises and is not part of this service.

### Speeds

Services delivered on the nbn<sup>TM</sup> network are provided as per the bands in the plans table below.

The actual speeds for the service may be slower and vary due to many factors including type of content being downloaded, hardware and software configuration, the source of the content or interconnecting infrastructure not operated by Cadiz<sup>3</sup>.

Devices connected by Wi-Fi may experience slower speeds than those connected by an Ethernet cable.

### Battery Backup / Power Outages

These services do not include a battery backup. In the event of a power outage, your services may be temporarily unavailable.

### New Development Fee

If you are in a new development area, nbn<sup>TM</sup> may charge \$299.00 including GST to connect your premises. If applicable, we will advise and include this charge on your first invoice.

### Minimum Term

Personal nbn<sup>TM</sup> services are available on 1-month minimum contract terms. See Minimum Total Cost applicable to each plan in the plans table.

### Cancellation / Early Termination Charges

Terminating a Cadiz<sup>3</sup> Business nbn<sup>TM</sup> within the first month will require that the remaining balance of any charges including new line/new development incurred to be paid to Cadiz<sup>3</sup>.

### Manage Your Account and Services

You can manage your account, view usage data, upgrade/download your speed tier, pay your bill or log a support ticket using Cadiz<sup>3</sup>'s customer service portal <https://ember.cadiz3.com.au>.

### Billing

Services are billed in advance and are non-refundable. Your first Invoice will include a pro-rata rental amount for the partial month of when the service activated until the end of that billing cycle, the following month's rental amount, and any applicable build or once off charges. You will receive your monthly Invoice on or around the 20<sup>th</sup> of each calendar month.

Failing to pay your Invoice by the due date may result in your service being restricted.

### Acceptable Use

The service is subject to our Acceptable Use Policy at <https://www.cadiz3.com.au/policy>.

The service must not be used in a way that is unreasonable, in a fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. If you breach the Acceptable Use Policy, we reserve the right to restrict, suspend or terminate your service without notice.

### Hardware

If you choose to supply your own hardware you are responsible to configure and ensure it is compatible with the nbn<sup>TM</sup> technology used to deliver the service.

Hardware supplied as part of a managed service remains the property of Cadiz<sup>3</sup>.

During the term, hardware can be purchased at 'market rate', after which time management on the hardware will cease.

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## Cadiz<sup>3</sup> Personal nbn™



### Personal nbn™ – Plans

Item	Personal nbn™ 25/5	Personal nbn™ 50/20	Personal nbn™ 100/20	Personal nbn™ 250/25
nbn™ Speed Tier	25/5	50/20	100/20	250/25
Minimum Monthly Charge	\$69.95	\$89.95	\$129.95	\$159.50
Monthly Data Allowance	Unmetered	Unmetered	Unmetered	Unmetered
Typical Evening Speeds (7pm-11pm)	24Mbps	48Mbps	97Mbps	240Mbps
Minimum Term	1-Month	1-Month	1-Month	1-Month
Minimum Total Cost	\$69.95	\$89.95	\$129.95	\$159.50

All prices listed include GST

### Personal nbn™ – Hardware

Model	Description	Outright
Netcomm NF18MESH	Supports all nbn™ technology types up to 100/20 speed tier	\$199.00
Netcomm NF10WV	Supports all nbn™ technology types up to 100/20 speed tier	\$209.00
Netcomm NL19MESH	Supports all nbn™ technology types up to 250/25 speed tier	\$299.00

All prices listed include GST

### Customer Service

We are committed to providing exceptional customer service and we are here to assist you. If you have any questions or comments, please contact us via the portal, by calling 1300 933 217, or by emailing [customerservice@cadiz3.com.au](mailto:customerservice@cadiz3.com.au).

Whether you need help with a product or service, or have any other questions, we encourage you to first contact us on 1300 933 217 so we can try to work towards a resolution.

### Complaints

Our team is dedicated to helping you find solutions and addressing any issues you may have.

If you are not satisfied with the outcome, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

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