

# Critical Information Summary – nbn® Internet

## nbn® Residential 12/1Mbps Internet (HFC plan)

Uses nbn® infrastructure to deliver broadband to your premises.

	12/1 Mbps
Unlimited Minimum/ Maximum Monthly Charge	\$67 per month with Best effort SLA
Typical <b>Download</b> Speeds (7pm–11pm)	12Mbps
Typical <b>Upload</b> Speeds (7pm–11pm)	1Mbps
Early Termination Charge	\$0 (30 Day Notice to cancel)
Minimum Term	1 Month

## Information about the service

### What is the service?

GippsHost's **nbn® broadband service** uses the national broadband network operated by NBN Co to deliver broadband internet to your premises.

The service provides internet connectivity with the typical **evening download and upload speeds listed for each plan** in the plan information table.

Actual speeds may vary depending on:

- The nbn® technology available at your address
- Network congestion
- Your modem/router
- Wi-Fi performance within your premises
- External factors such as server performance

### Where is it available?

These services are available at premises connected to the nbn® HFC network.

You can check availability at your address using the nbn® rollout map:

<https://www.nbnco.com.au/learn/rollout-map>

### What do I need to access the service?

To use this service:

- Where applicable, **nbn® may need to install equipment** at your premises. This equipment is typically installed on the outside of the building and inside near a power outlet.
- An **adult aged 18 years or older** must be present during any required installation appointment.
- You will need a **compatible modem or router** suitable for your nbn® technology type.
- Depending on the technology at your address, you may receive an **nbn® Network Termination Device (NTD)** provided by nbn®

### What is included?

Features of this service include:

- Internet access over the nbn® network
- Customer support provided by GippsHost

Additional services or features may be available separately.

This service is provided using **IPv4 only**. IPv6 is not currently supported.

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### Suspension & Termination

Your service may be restricted, suspended, or cancelled if:

- You fail to pay your invoice by the due date
- You breach GippsHost's Terms and Conditions
- You breach GippsHost's Acceptable Use Policy
- Your use of the service interferes with network performance or security

### Pricing Information

#### Set-up costs

There is no standard connection fee for this service. In most cases the service can be activated without any upfront charges unless otherwise advised during the order process.

#### Monthly charges

Your monthly service charge depends on the plan selected. Pricing is shown in the plan summary table above.

Charges are billed monthly in advance.

#### Data usage

All plans include unlimited data and there are no excess usage charges.

### Additional Charges

#### nbn® New Development Charge

nbn® may apply a **\$300 New Development Charge** when connecting premises that have not previously had an active nbn® service.

This charge may apply to:

- newly constructed homes
- new lots or subdivisions
- premises that have not previously been connected to the nbn® network

If this charge applies, it will be identified during the order process.

### Plan Changes

You may change your plan at any time.

If you **upgrade** your plan during your billing cycle, the price difference may be charged immediately.

If you **downgrade** your plan, the change will normally take effect at the start of your next billing period.

### Customer Support

GippsHost provides support for service activation, billing enquiries and technical assistance.

Support is available through:

**Website:** <https://gippshost.com.au>

**Email:** [support@gippshost.com.au](mailto:support@gippshost.com.au)

### Complaints & Dispute Resolution

If you experience a problem with your service, please contact GippsHost so we can attempt to resolve the issue.

If you are not satisfied with the outcome of your complaint, you may contact the **Telecommunications Industry Ombudsman (TIO)** for independent assistance.

**Phone:** 1800 062 058

**Website:** <https://www.tio.com.au>

The TIO is a free and independent dispute resolution service for telecommunications customers.

### GippsHost Contact Information

**Address:** 126B Commercial Road Morwell VIC 3840

**Phone:** 1300 881 437

**Email:** [support@gippshost.com.au](mailto:support@gippshost.com.au)

for further information visit [gippshost.com.au](https://gippshost.com.au)

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