

Critical Information Summary – nbn® Internet

nbn® Residential 50/20Mbps Internet (HFC plan)

Uses nbn® infrastructure to deliver broadband to your premises.

	50/20 Mbps
Unlimited Minimum/ Maximum Monthly Charge	\$95 per month with Best effort SLA
Typical Download Speeds (7pm–11pm)	50Mbps
Typical Upload Speeds (7pm–11pm)	17Mbps
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

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

for further information visit gippshost.com.au

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