

# Critical Information Summary

This document forms part of your agreement for the supply of internet service to your premises. It should be read in conjunction with our terms and conditions for the supply of internet services supplied to customers by Evergy Pty Ltd.

## Information About Pricing

### 1. Minimum Monthly Charge

All Evergy plans are on a pre-paid month-to-month basis. All plans will automatically renew unless cancelled via the Evergy Internet Portal or by contacting the Evergy Customer Support team before the time of renewal. At some locations, a connection fee from the carrier will be passed through at cost. Any costs associated with carrier connection fees will be stated at time of sign-up.

All of the following plans include:

- Unlimited Data
- No Lock-In, Pay As You Go
- \$0 New Plan Set Up Fee

	50/20 Mbps Plan	100/20 Mbps Plan <small>FTTB Locations Only</small>	500/50 Mbps Plan	250/25 Mbps Plan	250/100 Mbps Plan	1000/100 Mbps Plan	1000/400 Mbps Plan
Monthly Charge GST-inclusive per month	\$70.00	\$85.00	\$85.00	\$130.00	\$109.00	\$150.00	\$429.00
Monthly Charge GST-exclusive per month	\$63.64	\$77.27	\$77.27	\$118.18	\$99.09	\$136.36	\$390.00
Typical Evening Speed	TBC*	TBC*	TBC*	TBC*	TBC*	TBC*	TBC*
Static IP (upon request)	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00
Total Minimum Price (GST inclusive)	\$70.00	\$85.00	\$85.00	\$130.00	\$109.00	\$150.00	\$429.00

\*As these are new speed tiers, we do not yet have sufficient performance data to publish Typical Evening Speeds. Our key facts sheet and website will be updated once sufficient performance data is collected.

### 2. Maximum Monthly Charge

All plans include unlimited data and therefore the maximum monthly charge will not exceed the amounts referred to above.

### 3. Auto Renewal of Plan

On the same day of each month, you will be billed in advance for the minimum monthly charge. Your invoice will be sent to the account holder’s email address once the transaction has been completed.

### 4. Early Termination Charge

Since we offer only pre-paid month-to-month plans, Evergy does not charge an Early Termination Charge (ETC) when cancelling a plan.

### 5. Changing Plans

Evergy plans can be changed via the Evergy Internet Portal. You may change your plan to a different value plan at any time during your term for immediate use or scheduled for the next term period. Any new plan selected with a higher value will incur the cost associated with the selected plan.

## 6. Other Charges

If the account holder has lodged a fault causing the dispatch of an onsite technician and no fault can be found or the fault is caused by the customer's equipment, a fee of \$165.00 per hour during business hours or \$275.00 per hour afterhours may be charged to the account holder by Evergy. This fee does not include complex installations, replacement equipment (where required) or consulting.

If the account holder requests a VoIP service to be added the following fees will apply:

VoIP Service	GST-exclusive per month	GST-inclusive per month
Monthly Charge	\$22.73	\$25.00
Professional Installation*		\$150.00
*Include 2 port VoIP ATA or 2 Port VoIP enabled NTD upgrade and onsite technician to install		
Contract Term		No Lock-In Term, Pay As You Go
Total Minimum Price Is (GST inclusive)		\$175.00

## General

### 1. What is the service?

Evergy delivers high-speed broadband services, including VoIP services, to you at select Buildings via wireless or wired technologies on a pre-paid month-to-month basis.

### 2. Where is it available?

Evergy only operates in specific buildings. Installation outside of enabled buildings is not possible.

### 3. Important Conditions

- To use our network you need to be located within an enabled building.
- Outside of our enabled buildings we are unable to provide network or internet services.
- Your choice of modem/router, and how you set it up within your premises, could limit you from utilising the maximum speed of your broadband plan. This may include setting up additional devices for extended coverage. Contact support for further guidance.
- The fibre network termination device (NTD) must not be removed from the premises. If this device is interfered with or removed, you may encounter additional charges. Refer to 'Other Charges' section of this document.

### 4. Use of Network

- Commercial Use, Business Use, Re-sale and on-selling, bundling, sharing or external access (including free Wi-Fi stations under accounts) is not permitted.
- Devices connected to our network will not be permitted to directly transmit data between each other except via the public Internet.
- Unestablished public access to devices is not possible, such as is required to run a server.
- Evergy allocates dynamic CGNAT IP Addressing in the Shared Address space of 100.64.0.0/10 as per IETF RFC 6598.
- Subject to Acceptable Use Policy.

### 5. Enquires feedback and complaints

Please contact Evergy Customer Support at [support@evergy.com.au](mailto:support@evergy.com.au) or 1300 383 749 if you have any questions, would like to give feedback or lodge a complaint.

Telecommunications Industry Ombudsman (TIO)

Evergy has applied as a member of the Telecommunication Industry Ombudsman. You may view our member status at any time on the TIO website at:

<https://www.tio.com.au/members/members-listing/>

For further information regarding broadband technology and choosing a broadband service, please refer to the Communication Alliance Broadband Education Package, available at:

<https://www.commsalliance.com.au/BEP>

If you wish to contact the TIO you can do so as follows:

Phone: 1800-062-058

Fax: 1800-630-614

Online: <http://www.tio.com.au/making-a-complaint>