



NBN RESIDENTIAL PLAN

Casual Month By Month or 24 month plans

STANDARD	MEDIUM	SUPER	EXTREME
\$59.99 Unlimited nbn12	\$69.99 Unlimited nbn25	\$79 Unlimited nbn50	\$99 Unlimited nbn100
12Mbps download *	25Mbps download *	50Mbps download *	100Mbps download *
<p>Great for 1 - 2 people</p> <ul style="list-style-type: none"> ○ Emails & browsing ○ Social media ○ Music streaming ○ HD Video stream x 1 	<p>Great for 2 – 4 people</p> <ul style="list-style-type: none"> ○ Emails & browsing ○ Social media ○ Music streaming ○ HD Video Stream x 1 ○ File sharing ○ Online gaming 	<p>Great for 4 - 6 people</p> <ul style="list-style-type: none"> ○ Emails & browsing ○ Music streaming ○ Social media & online gaming ○ HD video streaming x 3 or 1 x 4K video streaming ○ File sharing 	<p>Great 6+ people</p> <ul style="list-style-type: none"> ○ Emails & browsing ○ Music streaming ○ Social media & online gaming ○ 4K video streaming x 2 ○ Download & upload large files

Receive a **FREE modem/router** when committing to a 24-month contract.

ADD Voice Bundle \$19.99 per month unlimited calls within Australia to standard numbers.

SAVE \$10 per month off your Voice Bundle and receive a **FREE home phone** on a 24-month contract

* NBN speed tier is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn network. It is not a guaranteed speed and your NBN service can never go faster than the maximum line speed. Busy period is between 7pm and 11 pm

Minimum Term You may choose a month by month connection or a 24-month contract. We will provide you a modem/router (Netcomm NF18ACV) FREE on the 24-month contract. Applicable Early Termination Fee of \$200 inc gst will apply if you cancel your 24-month contract early.

Availability and NBN Speeds As the NBN continues to rollout NBN is available in selected coverage areas, to check availability please use the address checker at <https://www.nbnco.com.au/>. Not every connection is the same, this will result in customers receiving different speeds depending on the type of technology they are connected too. It is not a guaranteed minimum speed and your NBN service can never go faster than the maximum line speed. Factors affecting speed and performance are as follows: - your access type, the demand on the network, local conditions for example internet traffic, your line condition, your hardware and software. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

Speeds achieved on FTTN/B nbn services can only be confirmed once a service is activated, these types of services may not be able to obtain typical plan speeds. We will contact you if your FTTN/B service is achieving lower than the plan speed you are connected too and discuss moving you to a more appropriate plan speed.

Equipment Required We can provide you a modem/router (Netcomm NF18ACV) for FREE if you choose a 24-month contract, or alternatively at a once off charge of \$170 inc gst. Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your address (FTTN/B require a VDSL compatible modem/router), you must also be capable of configuring your BYO modem/router yourself. For Online Gaming it is recommended that a dual band router be in use.

FTTC customers only will also need an NBN Network Connection Device (NCD) provided free of charge by NBNCo

If you require a handset for your bundle option, we can provide this to you for FREE based on a 24-month contract or as a once off charge of \$99.95 inc gst which will be applied to your first bill.

Inclusions and Exclusions your NBN residential plan is for personal or residential use only for the internet purpose and is not intended for any other purpose. If your service is delivered over nbn's copper infrastructure (FTTC and FFTN), it is possible that you may not ever be able to achieve the Speed Tier speeds. If this is the case, we will recommend or move you to a Speed Tier appropriate for your circumstances. Generally, speeds may be affected by the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, any electrical interference, network or internet congestion, weather or infrastructure faults.

You may add a \$19.99 Voice Bundle to receive unlimited voice calls to standard numbers within Australia, nonstandard numbers will be charged at the PAYG rate. International Calls and Satellite phones are not included in your voice add on.

Connection Fees – set by nbnco nbnco charge a new development charge of \$300 to activate a connection for the first time at a premise that is in a newly developed area or building. We will let you know if this charge applies to you and will include this on your first bill. You must be over the age of 18 years to have nbn installed. If you are not the owner of the property or live in a strata property you must obtain the owners or strata approvals consent for installation.

Once you have placed your order for an NBN connection and you wish to cancel due to change of mind no refund will be provided if it is in progress. "In Progress" means you have been notified via email that the order has been submitted. No pro rata credits or refunds are offered for cancelling accounts. Please keep this in mind if you need to cancel your order.

NBN Charges Various Other fees such as missed appointment fee, cancelled appointment fee, subsequent installation fee and No Fault Found fee may apply to you. We may also pass on any administrative costs that Me Sim incur in providing you with assistance or arranging an appointment with NBN.

FACTORS AFFECTING SPEEDS

WiFi In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

Congestion Prioritization If there is a lot of "traffic" (i.e. lots of people downloading at the one time) your internet speed can be impacted.

Equipment Older or outdated equipment such as Modem's can affect the speed of your connection. Other equipment such as filters, sockets internal wiring may also cause speed issues.

Billing charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected. Telecommunication service providers charge 'in advance'. Your first bill we will bill you in advance, and will include charges for part of the month from when your plan was established and connected not from when you first connect your modem/router. Your subsequent account from us will revert to the regular monthly charge. Note that NO pro rata credits or refunds are offered for disconnecting / cancelling a service. You can change your plan at any time, if upgrading your plan before the 27th you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note that we do not pro rata refunds on plan downgrades

Paper Invoice Fee Please consider the environment and opt for electronic billing (no charge) along with Direct Debit. You will be charged \$2.20 each month if you choose paper bills.

Payment processing fee Direct Debit via bank account no additional charge. Payments made with a credit card or BPay will incur a payment processing fee.

Late payment fee If you don't pay your bill by the due date you will incur a late payment fee of \$15.00. If you are experiencing any financial hardship, please contact our team for options available to you.

Medical & Security Alarms

If you use a medical or security alarm, you must make your own enquiry to see if it is compatible with the nbn before signing up with Me Sim. It is important you contact your medical or security alarm provider to check if they are compatible with the NBN service and identify what alternatives are available before we move you to the nbn network. Remember to register with the nbn co's Medical Alarm Register at www.nbnco.com.au

Customer Complaints Our complaint resolution team can be contacted at complaints@mesim.com.au Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058

Customer Support Speak to your Me Sim team on 1300 109 309.