

## CRITICAL INFORMATION SUMMARY – SIMPLE INTERNET ON NBN

### INFORMATION ABOUT THE SERVICE

Our Simple Internet On NBN offers a combination of:

- Fast Broadband On NBN with unlimited usage; and
- Home Monitoring, with unlimited usage.

#### Where is this plan available?

- Simple Internet On NBN is available at a limited number of Retire Australia villages. Visit our website at [www.rasimple.com.au](http://www.rasimple.com.au) for an up to date list.

#### What is the minimum contract period?

Minimum Contract Period	12 months
Cancel Fee	If you cancel early, you pay a cancel fee equal to the total monthly recurring charges for the remaining term of the Minimum Contract Period. If you are leaving the Village, you can cancel and no cancel fee applies. If your estate cancels, it can do so and no cancel fees apply.

#### What is Unlimited Fast Broadband On NBN?

- “Unlimited” means you can download as much as you like at no extra charge. Upload too, for that matter. Go for it, we don’t mind, we built this network to fly!
- Fast Broadband On NBN uses the National Broadband Network for high speed internet, up to 25Mbps download and 5Mbps upload speeds. We cannot promise actual speeds, because things happen in networks (they get congested like roads, and poor cabling can act like speed bumps), but our techies will give you the fastest speed we can.

#### What is Unlimited Home Monitoring?

- Home Monitoring is a standard personal emergency response monitoring service. You will be provided with a pendant and a Home Monitoring Hub. We will train you on how, in an emergency, to get help.
- The Home Monitoring Service is manned 24 hours a day, 7 days a week.
- The Home Monitoring Hub has battery backup and works over both the Home Phone line and over Telstra’s mobile network. If one fails, the other will work. Just a bit of extra piece of mind. These are upgrades to your current service.
- “Unlimited” means we do not charge for calls made to or from, or data sent to or from, the monitoring service.

#### Inclusions

- An upgrade to a new Home Monitoring Hub is included.
- Battery backup for the Hub and a second connection to Telstra’s mobile network is included.
- A new Home Monitoring Pendant is included.
- A WiFi modem is included, and we set it up.
- A standard set up of your Home Monitoring Services is included.

#### Exclusions

- The only way we can give you this great value deal is if you keep both services, broadband and home monitoring, with us. You cannot cancel an individual service.

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### INFORMATION ABOUT THE PRICE

#### What is the Monthly Recurring Charge?

Monthly Recurring Charge	\$89 inc GST
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#### And remind me, what is NOT included in the Monthly Charge?

- Calls to any destinations other than our emergency response service.

#### To help understand, here are some standard things that cost money with other carriers

What does it cost to use 1Mbps of data (about the size of small video file)?	\$0, it is included in your Simple Internet On NBN
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#### What are the Installation Charges?

Standard Installation Charge	\$169 inc GST
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#### What is the Minimum Contract Charge?

Minimum Contract Charge	\$1,237 inc GST, being 12 months at \$89 plus \$169 standard installation charge.
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### OTHER INFORMATION

#### How do I contact customer support?

Email us at [support@rasimple.com.au](mailto:support@rasimple.com.au). Or call technical support on 1300 130 185.

#### How do I monitor usage?

You can monitor your calls by logging into Your Account online at [www.rasimple.com.au](http://www.rasimple.com.au).

#### How do I make a complaint?

If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing [complaints@rasimple.com.au](mailto:complaints@rasimple.com.au). If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at [tio@tio.com.au](mailto:tio@tio.com.au).

**THIS IS A SUMMARY ONLY, SEE THE FULL TERMS AND CONDITIONS AT [www.rasimple.com.au](http://www.rasimple.com.au).**