

# CRITICAL INFORMATION SUMMARY

## SIMPLE INTERNET



The RetireAustralia network

### INFORMATION ABOUT THE SERVICE

Simple Internet	
Monthly Price Simple Supplied On-Net	\$79/month
Set Up Price – 12 mth contract	\$169
Minimum Cost – 12 mth contract	\$1117
Monthly Price National Broadband Network (NBN) Supplied Off-Net	\$89/month
Set Up Price – 12 mth contract	\$169
Minimum Cost – 12 mth contract	\$1237
Broadband Speed	Standard 25
Broadband Data	Unlimited

Our service offers a combination of Broadband with included data. Details are set out in the above table.

#### Where is this plan available?

- Simple Internet is available at a growing number of Retire Australia communities across Australia. Visit our website at [www.rasimple.com.au/services/check-availability/](http://www.rasimple.com.au/services/check-availability/) for an up to date list.
- You can check if your address is serviceable On the Simple network or Off over the NBN from our website at [www.rasimple.com.au/services/check-availability/](http://www.rasimple.com.au/services/check-availability/)

#### 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 are the different speed tiers and Unlimited data?

- Broadband uses a combination of the latest technologies for high speed internet. The choice of technology and of network service provider is at our discretion.
- Basic Speed - this is the entry level plan for basic internet needs with a 12/1 Mbps maximum theoretical off-peak download and upload speeds respectively.
- Standard Speed - plans using this label will deliver a minimum speed of 15Mbps during the busy period (7-11pm). This plan would support a typical usage profile of residential customers (e.g. streaming one high definition movie at the same time as web browsing on another device during the busy period)

- Standard Plus Speed - plans using this label will deliver a minimum speed of 30Mbps during the busy period (7-11pm). This plan would be suitable for a higher usage profile (e.g. streaming an ultra-high definition movie and streaming music on one or more other device during the busy period)
- Premium Speed - plans using this label will deliver a minimum speed of 60Mbps during the busy period (7-11pm). This plan would be suitable for a higher usage profile than Standard Plus (e.g. streaming an ultra-high definition movie at the same time as gaming on other devices during the busy period).
- 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.
- We can't confirm your maximum line speed until your service is installed and activated. If your connection doesn't allow you to properly benefit from the speed tier you're on, we'll provide you with your maximum line speed, once it's available, along with alternative options.
- "Unlimited" means you can download as much as you like at no extra charge. Upload too, for that matter. Go for it.

#### Inclusions

- Connecting your residence to the network is included.
- A WiFi Home Gateway is included, and we set it up.
- Dialler line exclusively for calls to the eevi response centre from your Medical Alarm.

#### INFORMATION ABOUT THE PRICE

##### What are the Charges?

- Your monthly charges, set up charges and minimum cost over 12 months for each service are set out in the table plan above.
- If you are in a new development that is serviced by the National Broadband Network ("NBN"), NBNCo may charge

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\$300 ex GST to connect your premises to the NBN. If so, we will charge that to you.

- If you are in an area serviced by the National Broadband Network (“NBN”) using Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) technology a \$300 ex GST Subsequent Installation Charge plus labour and materials may apply if;
  - a new copper pair needs to be installed by NBNCo; or
  - a jumper cable needs to be installed by NBNCo and the premises does not have an existing voiceband/non-voiceband service; or the premises does have an existing voiceband/non-voiceband service but you choose not to transition it.
- If you require a complex installation beyond our standard installation, or additional cabling or phone/data outlets, we may charge you for that work.

### What is NOT included in the Monthly Charge

- Excess data over and above the included data is not included. If you exceed the data use included, we will slow your connection speeds until you either contact us and upgrade to a higher data use plan, or the end of your then current billing cycle.
- Use which we regard as unacceptable (in accordance with our Acceptable Use Policy) is not included.

### 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 the data in your plan.
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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 usage by logging into Your Account online at [myaccount.rasimple.com.au](http://myaccount.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, SEE THE FULL TERMS AND CONDITIONS AT [www.rasimple.com.au](http://www.rasimple.com.au).**