

CRITICAL INFORMATION SUMMARY

December 2023

Data for all plans is unlimited. Please refer to the [Key Fact Sheet](#) for additional information on plans including typical evening speeds.

MONTH-BY-MONTH CONTRACT

PLAN	MONTHLY CHARGE	ACTIVATION FEE	MINIMUM FIRST INVOICE	MINIMUM CHARGE
BASIC	\$59.00	\$0.00	\$59.00	\$59.00
STANDARD	\$77.00	\$0.00	\$77.00	\$77.00
FAST	\$89.00	\$0.00	\$89.00	\$89.00
SUPER FAST	\$99.00	\$0.00	\$99.00	\$99.00
ULTRA FAST	\$119.00	\$0.00	\$119.00	\$119.00
WIRELESS 60	\$82.00	\$0.00	\$82.00	\$82.00

12 MONTH CONTRACT

SPEED TEIR	MONTHLY CHARGE	ACTIVATION FEE	MINIMUM FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
BASIC	\$59.00	\$0.00	\$59.00	\$708.00
STANDARD	\$77.00	\$0.00	\$77.00	\$924.00
FAST	\$89.00	\$0.00	\$89.00	\$1,068.00
SUPER FAST	\$99.00	\$0.00	\$99.00	\$1,188.00
ULTRA FAST	\$119.00	\$0.00	\$119.00	\$1,428.00
WIRELESS 60	\$82.00	\$0.00	\$82.00	\$984.00

CUSTOMER SUPPORT

All enquires for sales, support, billing and general enquires can be emailed to us at hello@tribeconnect.com.au

Hours of operation is 8:30am – 6:00pm Monday to Friday for sales, billing and general enquires. Technical support hours are 8:30am – 6:00pm 7 days a week

While we hope you never have any issues with us or our service, we encourage you to contact us as soon as possible if you have any complaints about us or our service. We will work with you to resolve the complaint as quickly as possible. If for any reason we are not able to resolve your complaint satisfactorily you are welcome to contact the



Telecommunication Industry Ombudsman on 1800 062 058 or visit their website www.tio.com.au

MINIMUM CONTRACT LENGTH

The minimum contract length for all plans is 30 days.

EARLY TERMINATION PAYMENT

If you are on a 12 contract and you choose to terminate within the initial term an Early Termination Charge of up to \$399.00 applies. The terms of cancellation and the calculation of the Early Termination Payment can be found in our [Terms and Conditions](#).

NEW DEVELOPMENT CHARGE

If your service is the first at your property and the building is less than 10 years old, NBN Co Ltd may charge a once off New Development Charge. In the event your service will attract this charge we will let you know. This is not a charge that Tribe Connect Pty Ltd charges, we will pass on this charge to you from NBN Co Ltd.

NETWORK TERMINATION DEVICE

In most cases your service will require the use of a Network Termination Device (NTD). This will be located inside your property. The ownership of the NTD remains with NBN Co Ltd. Service and maintenance of the NTD is also managed by NBN Co Ltd. Tribe Connect Pty Ltd is not able to support, change, move or in any way interfere with the NTD at your property. If the NTD requires maintenance, we will refer to NBN Co Ltd who will send out qualified technicians where required.

MODEM/ROUTER

A modem is required for you to connect to the internet. You can bring your own, or we can provide one for you. Charges for this can be found in our [Fee Schedule](#) and can be ordered when you sign up.

PAYMENT OPTIONS

All plans are to be paid via credit/debit card or direct debit. Where it is agreed in writing, we may offer payments via non-automated methods, for example EFT, bank deposit.

- We accept Visa, MasterCard, AMEX and Direct Debit.
- There is no processing fee for credit card or direct debit payments.
- Invoices are emailed each month. A paper bill can be issued and will attract a fee of \$5.00 per paper invoice issued. 50% of this fee is donated to a charity selected by Tribe Connect Pty Ltd.



- Non-automatic payments, for example via EFT or bank deposit, are charged \$3.00 processing fee per payment.

DISCREPENCIES OF QUOTED AMOUNTS

If there is a discrepancy of fees and charges between this Critical Information Summary and our [Terms and Conditions](#) the values in the Terms and Conditions [Fee Schedule](#) will prevail.