

RBE NBN Critical Information Summary

Current at July 2020

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Bundling

Bundling is not offered with a phone plan. If you require a phone service, please contact us to discuss a VOIP option.

Equipment needs

(ie: Mandatory Telecommunications Goods)

You will require a router for this service. The monthly fee does not include the cost of a router but you may purchase one from us at an additional cost. Recommended modems start at \$125.00, and can be supplied by RBE.

Minimum term

On a No Contract option the minimum term is one month
On a 12 Month Contract the minimum term is 12 months including the first month.

Important conditions

This service may not be available at your location. Call to confirm availability if needed. This service provides you with a dynamic IP address. Static IP addresses are available on request.

Obtaining Consent

RBE will require and retain on file consent to establish your connection in the form of:

An order form, either signed, or originating from a email account that we have on record as owned by the purchaser
Where possible, a copy of the most recent previous suppliers invoice

Early termination charges

If you cancel your service prior to the end of your contract term you will incur an early termination charge. Termination fees include one month subscription plus early termination fee of \$200. Contact RBE for a calculation.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:
Phone: 1 800 062 058
Fax: 1 800 630 614

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

Customer Service

We are committed to providing you with excellent service. Please contact us by calling [08 8862 2134](tel:0888622134) or by sending an email to admin@rbe.net.au if you have any questions, would like to give feedback or complaint.

Plan	Included	MAX. Line Speed	New Connecti on Setup	Minimum Charge*	Rate
Starter	10Gb	12/1 Mbps	Free	\$39.95 + \$99 on No contract option \$3.99 per GB	\$39.95
Medium	150Gb	25/5 Mbps	Free	\$59.95 + \$99 on No contract option \$0.40 per GB	\$59.95
Advanced	500Gb	25/5 Mbps	Free	\$69.95 + \$99 on No contract option \$0.14 per GB	\$69.95

Free set up relates to the installation of NBN equipment at your property where required.
Minimum cost includes one month subscription plus early termination fee of \$200 if cancelled within 12 months.
Minimum cost on a No Contract Option is the monthly rate only.

“Shaping”

Plans that exceed their monthly limit are speed limited (“shaped”) to 512k download speed. This speed is estimated be adequate for essential Internet activity. RBE reserves the right to restrict internet speeds in situations of security concern (eg: client virus infection or other cause of uncontrolled data over-use). If you exceed your monthly usage quota our friendly team can move you up to the next plan to increase your monthly quota and restore your connection speed.

Maximum monthly charge

The maximum monthly charge is the monthly rate as shown above but also depends on whether you have chosen to upgrade to the next Account Option within a given month.

Tracking your spend

You can request a usage update

by sending an email to admin@rbe.net.au or

by calling us on [08 8862 2134](tel:0888622134)

This is document is a summary only. Please contact us for further information where required

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Education Pages to Assist you understand Telecommunications Concepts

[The Communications Alliance Broadband Education Package](#)