

DIAMOND UNLIMITED PLAN - CRITICAL INFORMATION SUMMARY


This summary only reflects the standard plan offering for Diamond nbn™ plan, and does not reflect any discounts which may apply. If applicable, details of the discounts can be found on koganinternet.com.au.

INFORMATION ABOUT THE SERVICE

Kogan Internet is a fixed broadband data-only service (“NBN Service”) that provides you with internet access via the National Broadband Network (“NBN Network”) as supplied to us by TPG Telecom Ltd (formerly Vodafone Hutchison Australia Pty Ltd) as supplied by nbn Co Limited (“NBN”).

Minimum monthly charge:	\$148.90
Minimum term:	The KOGAN NBN DIAMOND UNLIMITED PLAN has a 1 month minimum term. Total minimum cost is \$148.90. Total minimum cost when including a Kogan Internet modem is \$217.90.
Included monthly data:	Unlimited data is provided on this Plan. Personal use only and Fair Use Policy applies to any ‘unreasonable use’ of Plan inclusions. This includes any ‘unlimited’ or ‘infinite’ offerings. All inclusions are for use in Australia.
Bundling:	You don’t need to bundle this service with another Plan.
Equipment required:	You need a compatible modem in order to use this Plan. You can find the specifications of a Compatible Modem HERE . If you have any questions about if your modem is a Compatible Modem you may also contact us. When you sign up to this plan you may either choose to use your own Compatible Modem or purchase the Kogan Internet Modem at a cost of \$69. Once purchased, this modem is non-refundable (other than in accordance with your rights under the Australian Consumer Law). This charge will be shown on your first bill. Please note that by signing up to this Plan your existing home phone line service will be terminated. When you connect to Kogan NBN certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. Kogan Internet does not offer Priority Assistance.
Service availability:	The NBN Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the NBN Service will depend on the connection between your premises and the NBN Network which includes: (1) Fibre to the Premises (‘FTTP’), (2) Hybrid Fibre Coaxial (‘HFC’). Your technology type can be explained when you sign-up.
Installation & Setup:	There is no charge for standard Kogan NBN installations. Kogan Internet do not offer non-standard or professional installations. The new development charge of \$300 will apply to you if NBN has to activate a connection for the first time at a premises that is in a newly developed area or building. If applicable, we will apply that charge to your first bill following activation of the NBN Service at your premises. You must be over the age of 18 to have Kogan NBN installed. If you are the owner of the property you must provide consent for NBN to install the NBN Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.
Plan Speeds:	This Plan is associated with the NBN Home Ultrafast product which is provisioned with a maximum connection speed of 500Mbps (download) and 50Mbps (upload). Speeds on this Plan are variable and you will typically experience slower speeds than the maximum connection speed available on your Plan, particularly during peak times (7-11pm). If after service activation your Plan is not supported by the maximum attainable speed available





then we will contact you with more information and provide other options. The actual speeds you experience will vary on a number of factors such as the NBN technology used to deliver your service, plan choice, location, how much capacity is purchased from NBN internet traffic demand, our network, line condition, the number of devices connected to your network, modem type and positioning, Wi-Fi performance, in-building wiring, and the content you access. Please see our Speed Guide for more information [HERE](#).

Plan Changes:

You can change your NBN speed tier by moving to a different Kogan NBN Plan. There are no penalties or fees for moving between plans. You can change your Plan once per bill cycle. You will be refunded for the Plan fee for the remainder of the month on a pro-rata basis and you will be charged your new Plan fee calculated on a pro-rata basis for the remainder of the month.

INFORMATION ABOUT PRICING

Minimum charge:

The minimum monthly charge for this plan is \$148.90. If you choose to purchase the Kogan Internet Modem you will also need to pay an additional \$69 on your first bill. The minimum term and minimum monthly charge will commence upon NBN Service activation.

Early termination charge:

If you cancel your plan before your minimum contract term is complete, no early exit fees will apply.

NBN charges:

New Development Fee: This \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. 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 Vodafone incur in providing you with assistance or arranging an appointment with NBN. Please see your Plan details for more information.

OTHER INFORMATION

Help & support:

You can find answers to our most frequently asked questions on our website. You can call us on 1300 010 400 (standard call charges apply). Should you wish to access our complaint handling process, this can be found on our website www.koganinternet.com.au/legal or by calling us on 1300 010 400 (standard call charges apply).

Telecommunications Industry Ombudsman:

The Telecommunications Industry Ombudsman is contactable at: www.tio.com.au/about-us/contact-us, by phone on 1800 062 058, by Fax on 1800 630 614 by post at PO Box 276 Collins Street West, VIC 8007, or in person at Level 3, 595 Collins Street, Melbourne.

Billing:

You will receive your bill free via email. Your minimum monthly charge plus any applicable additional charges will be debited from your nominated credit card at least 3 business days from the date of issue of Your bill. You will be billed on a recurring monthly basis until you notify us you wish to cancel.

Late payment and disconnection:

If we are unable to debit your credit card a Late Payment Fee may apply and we will contact you to arrange payment within 5 business days. If payment remains outstanding, your Kogan NBN service will be suspended unless you contact us within 30 days to arrange reactivation. A \$15 reactivation fee will apply, in addition to all outstanding charges on your account. If you do not contact us within this period your Kogan Internet account and service will be terminated.

