Critical Information Summary - nbn® Residential Service

The service

Splice Internet's Residential nbn® Service provides a fibre broadband connection to your premises via the nbn Fibre to the Premises (FTTP) network. This is designed for residential customers, and should not be used primarily for public, business or commercial use. Your premises must be connected to nbn FTTP to receive the service. If your premises uses Fibre to the Node (FTTN), we can arrange an nbn fibre upgrade (where eligible) and connect you once it is complete. You can check if the service is available to you via our website www.splice.au or by contacting us on 1800 SPLICE (1800 775 423).

Pricing

The Residential nbn Service is invoiced monthly and has an unlimited data allowance. The six available plans and their prices are:

Plan	Everyday Streamers	Everyday Boosted	Family Fast	Family Boosted	Maxxed Out	Maxxed Boosted
Speed plan	500/50	500/200	1000/100	1000/400	2000/200	2000/500
Minimum and maximum monthly charge (including GST)	$85	$115	$109	$139	$189	$219
Static IP Included?	+$5	+$5	+$5	+$5	Included	Included

Static IP

By default, the service uses a dynamic IP address behind CGNAT, which suits everyday use like browsing, streaming and video calls. Some uses, such as those hosting a server, certain VPNs, remote access or some gaming and security camera setups require a static IP to work.

A static IP is available as an optional extra for $5 per month on the 500/50, 500/200, 1000/100 and 1000/400 plans. It is included at no extra cost on the 2000/200 and 2000/500 plans.

How to pay

You can pay your bill via direct debit, PayTo, or by entering your credit card details. Regardless of payment method, there are no processing fees.

Minimum contract term

The service is provided on a month-to-month basis, so the minimum contract term of Splice Internet's nbn Service is one month. If you ended your contract early, the maximum charge that you would pay is one month of your chosen speed plan (for example, $85 if you are on the 500/50 plan). If you joined with an nbn fibre upgrade from FTTN, nbn may charge a $200 fee if you cancel or downgrade within 12 months.

Installation

New Development Fees: If your premises is in a new development and this is the first nbn service ordered there, nbn may charge a New Development Charge of up to $300 (including GST). If applicable, we will bill that charge to you.

Standard installation is included in the first month's charge at no additional cost if your property is already connected to nbn FTTP. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to Splice Internet's Standard Form of Agreement at https://splice.au/legal/standard-form-of-agreement

Guidance about broadband technologies is available in the Communications Alliance Broadband Education Package at https://www.commsalliance.com.au/BEP.

Equipment required

To use this service, you need a router that is compatible with the nbn FTTP network. A router is not included, but you can use your own or buy one from us. The 2000/500 plan needs a compatible nbn connection box (nbn may need to replace yours) and equipment that supports 2.5 Gbps for full speed.

Splice Internet also offers the following Nokia WiFi Beacons and packs, which will allow connection to any in-range wireless device at your premises:

WiFi equipment	Price	Technical information available at
Beacon 3.1 (1x Beacon 3.1)	$80	nokia.com/fixed-networks/home-wi-fi/wifi-beacon-3-1/
Starter pack (1x Beacon 4)	$179	nokia.com/broadband-access/home-wi-fi/wifi-beacon-4
Sorted pack (1x Beacon 9)	$299	nokia.com/fixed-networks/home-wi-fi/wifi-beacon-9/
Stacked pack (1x Beacon 9 + 1x Beacon 4)	$429	See Beacon 4 and Beacon 9 links above
Decked out (1x Beacon 9 + 2x Beacon 4)	$599	See Beacon 4 and Beacon 9 links above

Full terms

This Critical Information Summary is a summary only. Visit https://splice.au/legal/standard-form-of-agreement for our Standard Form of Agreement, which sets out the full terms and conditions on which we provide our products and services.

Usage information

Data usage is unlimited, subject to the Splice Internet Acceptable Use Policy (AUP). Customers are reminded that all use of our services must comply with this policy, which outlines fair and responsible use of the network and prohibits activities that may impact service quality or network integrity.

To obtain information about your data usage, please contact our support team by emailing support@splice.au or calling 1800 775 423 during business hours.

Customer support contact details

You can contact Splice Internet for customer support or to make a complaint at 1800 775 423 or complaintresolution@splice.au.

Dispute resolution process

If you are not happy with the outcome of your customer service request and wish to take the matter further, please let us know, and we will follow the process outlined in our Complaints Handling Policy. A copy of this available at www.splice.au/legal/complaints-handling-process, or on request.

Telecommunications Industry Ombudsman

If you are not happy with our efforts to resolve your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO's website at https://www.tio.com.au/complaints.