Hypernet™

Critical Information Summary for Standard Residential Services

Plan Name	STARTER	EVERYDAY	SUPERFAST	ULTRAFAST
Download Speed	50 Mbps	100 Mbps	250 Mbps	1000 Mbps
Upload Speed	20 Mbps	40 Mbps	50 Mbps	100 Mbps
Typical Evening Speed	49 Mbps	96 Mbps	246 Mbps	994 Mbps
Minimum Charge[1]	$59.90	$69.90	$79.90	$99.90
Monthly Charge	$59.90	$69.90	$79.90	$99.90
Minimum Contract Term[2]	1 Month	1 Month	1 Month	1 Month
Maximum Cancellation Notice[3]	30 Days	30 Days	30 Days	30 Days
Change of Plan Fee[4]	$0	$0	$0	$0

ABOUT THIS POLICY

1. Minimum monthly charge is the monthly charge for your chosen plan plus any hardware you may purchase. The minimum charge and monthly charge above do not reflect any promotions we may offer from time to time. Promotions will be in addition to this document.

2. Minimum contract term is the minimum term in which you subscribe to services with us after the minimum charge's billing period is consumed.

3. Maximum cancellation notice refers to the notice period we require from you to cancel your services with us. This can be anywhere between 1 and 30 days and will be defined by day in the current billing cycle you contact us to cancel your service. We allow for cancellations of service in-situ with the current billing cycle.

4. Plans can only be changed once per billing month; downgrades will occur from the next billing period however upgrades will occur immediately and difference in charges will be billed immediately.

Availability

Home Broadband plans are available wherever we have built network to, a service qualification can be performed on our website: www.hypernet.com.au

Carrier Equipment

If you do not already have the required Hypernet or our carrier's infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after you order.

Priority Assistance

Hypernet does not provide priority assistance.

Complaints Handling

Our complaints handling policy can be found in the footer of our website www.hypernet.com.au

Customer Service

Hypernet offers online chat, email and phone support and we strive to deliver seriously fast response times.

www.hypernet.com.au/chat

support@hypernet.com.au

1300 HYPERNET

Brining Your Own Modem

You're welcome to bring your own modem to Hypernet however limited support is available. If you do not know how to configure your modem, please purchase a pre-configured modem from.

NBN Speeds

Typical Evening Speed is measured between 7pm and 11pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by Hypernet. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Non-Commercial Purposes

Hypernet Home Broadband Plans are strictly for residential use only. Any use found to be in breach of our Acceptable Usage Policy will result in termination of your service with Hypernet.