

Critical Information Summary – Sorted Services Data & Voice Plan Bundle – nbn™

Effective 01 September 2021. This summary does not reflect any discounts or promotions which may apply from time to time.

Table 1 – Home Internet Bundle - NBN

	Unlimited Data		
NBN Speed Tier*	NBN 25	NBN 50	NBN 100
Monthly Price	\$65	\$78	\$95
Minimum Cost**			
12 Month Term	\$780	\$936	\$1140
No Contract	\$262	\$275	\$292
Modem	✓		
Data Allowance Changes	✓		

*NBN Speed Tier terminology: Standard Evening = (NBN25/5), Standard Plus = (NBN50/20), Premium Evening (NBN100/40). **Minimum Cost excludes optional Voice plan & Call Charged which are priced separately (refer Table 2). All plans subject to Sorted Services Reasonable Use Policy.

Table 2 – Voice Plan & Call Charges – This is an optional service

	Unlimited Data
Monthly Price*	\$20
Line Rental	✓
Unlimited Local Calls	✓
Unlimited National Calls to std. fixed lines	✓
Unlimited Calls to Australian mobiles	✓
Unlimited Calls to 13 numbers	✓
International Calls	Refer Rate Card **

*Sorted Voice Plan Bundle includes unlimited local calls, national calls, and calls to Australian mobiles, but exclude International Calls.

**International rates vary by destination, full rates available at sortedservices.com. All plans subject to Sorted Services Reasonable Use Policy. All prices are inclusive of GST

Information about the Service

Your Sorted plan is a **NBN Data and Voice Bundle** which includes:

- Sorted home broadband for your internet service (Data)
- A home phone service (Voice) if ordered (Optional)

Sorted Services nbn™ Data & Voice Plans allow access to broadband internet services through connectivity to the national broadband network (nbn™). For more information about the nbn™ and about nbn™ co which is building and operating the nbn™ network, visit nbnco.com.au.

How we communicate at Sorted Services

All Sorted Services communications are via electronic means including email, SMS and via the Sorted Services mobile app and online portal (on our website). Download the app from the iTunes or Google Play store and you'll have access to your information, data and call usage at your fingertips. You must download the Sorted Services mobile app or register to use our online portal to be able to use this service.

Service Availability

Service not available to all areas, homes or customers. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered (the nbn™ network,

ADSL, ADSL2+, Cable) may be subject to further qualification checks to determine what's available at your location.

If we can't connect all your Bundle services, we'll try to contact you to discuss further options. If we can't contact you, we'll put your connected services on the lowest-priced equivalent data allowance plan(s) available. We'll let you know if this happens, and you may cancel your order free of charge. You can check service availability at sortedservices.com.

Bundling

The plans offered in this critical information statement details ADSL Data and Voice telecommunications services. Voice plans are only available when bundled with a Sorted Data plan.

Speed

The download and upload speeds detailed for each plan are the theoretical maximum nbn™ port access speeds. The actual speeds will vary depending on factors such as the equipment you use (hardware and software), the websites that you visit, the nature and quality of the connection at your location, network utilisation and the number of customers accessing the network at any time. Sorted nbn™ plans detail maximum and typical peak speeds. Consequently, we cannot guarantee that the maximum port speeds will be available at your premises at all times. Residential peak times are currently between 7pm and 11pm. Off peak period for residential plans is outside the hours of 7pm to 11pm. For more information go to sortedservices.com.

Equipment Required

An nbn™ compatible modem is included as part of the Sorted Services data plan to access the Sorted Services nbn™ data plans. This modem is Wi-Fi enabled to connect wireless devices to the broadband network.

Exclusions and Limitations

Sorted Services' nbn™ services does not support priority assistance, medical alert/emergency call systems or calls to numbers beginning with 19/1900 or 0500 or fax and back to base alarms. Once you take up a broadband service on the nbn™ network you can't move back to services on the copper network (except in fixed wireless areas, where these services will still be available). Sorted Services require you to pay by direct debit from your credit or debit card or bank account to use our services. Sorted Services Voice plans do not support number porting.

Sorted Services' Reasonable Use Policy

Sorted Services' Reasonable Use Policy applies to all Data and Voice plans. You can find Sorted Services' Reasonable Use Policy at sortedservices.com/terms-and-conditions.

Installation

You may need certain equipment to be installed at your premises by nbn co. There may be an additional charge for non-standard installations. We will let you know in advance if an additional charge will apply and only proceed if you agree. You must obtain permission from the owner of the premises, if that's not you, to have Sorted Services' nbn™ broadband installed, and have someone over 18 years of age in attendance at the installation appointment. Two appointments may be needed to connect your broadband to the nbn™, one with nbn co and one with our third-party network supplier. We'll arrange both appointments as required.

Monthly data allowance

If you have reached or will reach your monthly data allowance, you may upgrade to one of Sorted Services' other data allowance plans at any time. If you do not choose to upgrade your data allowance plan, when the data allowance is reached the nbn™ port access speed will be reduced to a maximum of 256Kbps download & 256Kbps upload for the remainder of that month or until an increased data allowance plan is selected. Both data downloads and uploads are counted in the monthly data usage allowance.

Minimum Term

Customers have a choice of Minimum Terms including Month-by-month (no contract) or 12 months.

Information about pricing

Minimum Contract Cost: The minimum contract cost is the minimum cost over 12 months as specified in Table 1.

Set up Fees: Set Up Fees may apply based on your selected Minimum Term as follows:

Minimum Term	Set Up Fees
Month-by-month (No contract)	\$197
12 Months	\$0

Cost of nbn™ compatible modem

An nbn™ compatible modem is included as part of the Sorted Services data plan. Customers will take ownership of the modem at the end of the contract period but will carry the risk of loss of, or damage to, the modem whilst in possession of it. Customers wishing to use their own modem or router will need to satisfy the conditions specified by Sorted Services which can be found at sortedservices.com/terms-and-conditions.

Early Termination Charges (ETC)

If you cancel your service during the Minimum Term you'll be charged an ETC as per below:

Minimum Term	ETC
Month-by-month (No contract)	\$0
12 Months	\$197

Plan changes

Changes to Speed: If you wish to increase or decrease your plan speed you can do this at any time however speed changes do incur an administrative charge of \$15.00 for each speed change. Please allow 5 working days for data speed changes to take place. Conditions apply. Note choosing a speed boost does not guarantee your service will be faster during peak times.

Changes to Voice Plan: If you wish to add or cancel an nbn™ Sorted Voice Plan you can do so at any time via the Sorted App. Monthly Voice Plan Charges will apply in full during the active billing period and will not be applied on a pro-rata basis.

Other Fees

nbn co – New Development Fee: If your premise is identified by nbn co as a new development, a once off \$300 fee may apply to get the service connected. You will be advised if this fee is applicable at the time of joining.

Relocation Fee: An nbn™ service can only be relocated if nbn™ is available at the new address. Fees may apply based on circumstances at your premise. Contact us to discuss any relevant fees and your options.

Service Restoration Fee: A fee of \$65 may be charged to restore suspended services for nonpayment.

Payment Processing Fee: Payment via Visa and MasterCard will incur a 1% processing fee (inclusive of GST).

Other Information

Sorted Rewards

As a Sorted Services customer, you may be eligible to receive a benefit should you choose to bundle this service with another eligible service or if you participate in a special promotion which Sorted Services may run from time to time. For details refer to sortedservices.com.

Usage Information and Customer Service

You can monitor your data and voice usage by downloading the Sorted Services mobile app available on iTunes or Google Play Store. Usage information may be up to 48 hours behind real time. Use the app or online portal to contact us via live chat, send an email or schedule a callback from one of our friendly operators. You may also email us directly at customerservice@sortedservices.com.

Customer Complaints

If you have a complaint or a dispute about your service, contact us using the Sorted Services mobile app or online portal by accessing live chat or schedule a callback. You can also email your complaint to complaints@sortedservices.com. If Sorted Services doesn't resolve your complaint to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or at tio.com.au.

Terms and Conditions and Application Form

Your Sorted Services are provided subject to our full terms and conditions available at sortedservices.com/terms-and-conditions and on our Application Form.

Broadband Education Package

Further information on broadband services in Australia: <https://www.commsalliance.com.au/BEP>