

## COVID-19 Education Assistance Plan Critical Information Summary



### Product Description

The GenNext COVID-19 Education Assistance service is an nbn broadband service to your premises.

The product is a data only connection.

### Eligibility

To be eligible for this plan, you must:

- Not already have an existing nbn connection at your premises
- Be in receipt of Family Tax Benefit A or B
- Have a school aged child living with you

### Minimum Monthly Charge

The service is charged at \$79 per month. You will receive a \$79 prorated monthly discount as a credit on your bill each month, until 30th September 2020.

### Activation Fee

No standard activation fee applies for this service. Premises in a new development area are subject to the New Development Charge charged by NBN of \$300, in addition to the activation fee.

Also, if there is not an active phone line that can be sacrificed in FTTN/FTTC areas, a subsequent installation fee may be charged by NBN of \$300 plus labour and materials, in addition to the activation fee.

### Customer Support

Our Support Team is able to help you with any support issues you may encounter.

They can be reached at (02) 6568 3443 or [hello@gennext.net.au](mailto:hello@gennext.net.au).

### Availability

This product is only available to customers who have access to the NBN network.

### Minimum Term

This service is subject to a 12 month agreement. Contract free plans available on request. Disconnection of this service prior to the end of the contract period will incur a \$100 Early Termination Fee.

### Equipment Required

This service requires an NBN compatible modem. GenNext only supports approved hardware, and we can supply this to you.

The modem we supply is a TP-Link TD-W9970, for an upfront payment of \$69, or 3 monthly payments of \$23.

### NBN Availability

The GenNext NBN Plan may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please contact our team for availability on (02) 6568 3443.

### Complaints

If you have any concerns or complaints, you can contact our Support Team. They can be reached at (02) 6568 3443 or [hello@gennext.net.au](mailto:hello@gennext.net.au).

Further information can be found in our Customer Complaints Handling Policy on our website, or available by request.

## Internet Speeds

The speeds described in the plan tiers may be higher than the practical speeds of some servers and customer equipment. NBN does not guarantee speeds above 25/5Mbps on a FTTN/FTTC/Fixed Wireless connection. The download and upload speeds stated are the maximum that each type of link can deliver and will rarely, if ever, be achieved by any user for all sorts of reasons. GenNext makes no guarantees of any kind on the actual speeds that will be achieved by any individual users as we rely on NBN to ensure services are provisioned to deliver optimum speeds at all times. Speeds that customers experience on these services in practice have tended to be affected by the following internal and external factors:

- The type of content being downloaded by the end-user;
- The connection method within the premises (wireless or fixed);
- The end-user's network, operating system, hardware, software and software configuration (eg. router/firewall configuration);
- The number of individual end-users at a residence using the service at the same time;
- The source of the content (the destination host) being downloaded (including any content server limitations);
- Network contention or congestion in GenNext's Network or any of our supplier's networks;
- For FTTN/FTTC connections, the distance from the node to the premises and quality of the copper that services your premises and/or the internal wiring.

If you wish to change your speed after installation, a fee of \$16.50 will be payable on your next invoice.

## Terms and Conditions

- This Critical Information Summary forms part of the Entire Agreement and needs to be read in conjunction with the Terms and Conditions available on the GenNext website.
- Fair Use Policy applies.
- This plan is for consumer/residential use only.
- Connections to an existing NBN installation can take up to 3 business days.
- Connections to premises requiring an NBN installation are subject to NBN technician availability.

## Billing Cycle and Upfront Payment

Accounts are billed one month in advance. Your bill will be emailed to you each month on your anniversary date, and you have 14 days to pay it. If you choose to receive a paper bill, there is a \$1.50 paper bill fee.

## Late Payment

A fee of \$11 will apply if you do not pay your bill by the due date.

## Fair Use Policy ("FUP")

Our FUP is to ensure that you do not use our services in an excessive or unreasonable manner. The GenNext FUP is intended to ensure all active customers have access to services that are continuously of high quality.

If your usage of GenNext services is deemed excessive, we may contact you and request that you decrease your usage. After contact from GenNext, should your usage continue to be excessive, GenNext may, without further notice to you:

- Suspend or limit your Service, or service feature, for a length of time GenNext deems necessary;
- Terminate your Agreement;
- Revise the pricing of your service according to usage.