

Eureka Telco NBN Internet Plans

Information about the Service

This summary may not reflect any or all discounts or promotions which may apply from time to time

Plan	Small 25/10Mbps	Medium 50/20Mbps	Large 100/20Mbps	X Large 250/20Mbps	XX Large 1000/50Mbps
Speed	25/10Mbps	50/20Mbps	100/40Mbps	250/25Mbps	250/25Mbps
Monthly Data Allowance	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
IP Address	Dynamic / CGNAT^	Dynamic / CGNAT^	Dynamic / CGNAT^	Dynamic / CGNAT^	Dynamic / CGNAT^
Support (Phone, Email & Chat)	Australian Only	Australian Only	Australian Only	Australian Only	Australian Only
NBN Compliant Router	Included for customers on a 24 Month Contract + \$20 delivery, \$199 + \$20 delivery for No Lock-in Contract customers				
Monthly Price	\$69.95	\$74.95	\$99.95	\$112.95	\$129.95

Fair Usage Policy applies to ensure that everyone has access to the network ^ Dynamic / CGNAT IP Address is assigned to a service, this means that the IP address may change at any time. Customers can purchase a static IP Address for an additional cost per month.

Additional Services	No lock-in contract
Static IP Address	\$6.60 /mth

Once Off Fees	No lock-in contract
Setup Fee	\$0
nbn™ New Development charge	Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
Router	You can buy a modem for \$199 with \$30 delivery We can provide a router for \$0 a month with \$20 delivery on all 24 month contracts.
Early Termination Charge	n/a

NBN Withdrawal Fee	If applicable and purely charged at the discretion of nbn™ an order withdrawal fee of \$299.00 may be charged for withdrawing an order where by nbn™ has commenced field works to connect an address to the network.
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Contact Us

Sales
By Phone:
1300 933 038
(Option 1)

9AM-5PM Mon-Fri
Closed Sat & Sun
Closed Public Holidays

By Email:
sales@eurekatelco.com.au
24x7x365

Technical Support
By Phone:
1300 933 038
(Option 2)

9AM- 10PM Mon-Fri
9AM-10PM Sat & Sun
eurekatelco.com.au

By Email:
support@eurekatelco.com.au
24x7x365

Billing
By Phone:
1300 933 038
(Option 3)

9AM-5PM Mon-Fri
Closed Sat & Sun
Closed Public Holidays

By Email:
billing@eurekatelco.com.au
24x7x365

Australian Public Holidays: Closed

Victorian Public Holiday: Weekend Hours

Level 1 35-37 Peel Street Bakery Hill,
Victoria 3350

ABN: 61 658 805 979
ACN: 658 805 979

Critical Information Summary – Residential NBN Internet Plans

Inclusions & Exclusions

Service Description

Eureka Telco's nbn™ Internet service is delivered via the National Broadband Network (nbn™) to the network boundary point of your premises.

Availability

All nbn™ Internet plans are available at selected coverage areas and subject to infrastructure availability at customer's premises. To check for availability, please contact us on 1300 933 038 or use the address checker at eurekatelco.com.au

Service Speed & Guarantee

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Eureka Telco Western Victoria Pty Ltd. Devices connected by Wi-Fi and Powerline Adaptors may experience slower speeds than those connected by Ethernet cable.

Information about Pricing

See Plan Table at start of Critical Information Summary Information about the Service This summary may not reflect any or all discounts or promotions which may apply from time to time

Equipment required

If you do not already have the required nbn™ equipment installed inside your home, you or an authorised person(s) over 18 years of age will be required to be home on the day of installation for a technical visit.

By completing a sign up with us you are giving your consent for NBN Co to access your property and install any equipment required to connect your premises to the network. If we find that you will require a technical visit to perform the installation, we will advise you of the date and time after registration.

NBN Co retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by NBN Co. If you choose to install the router for your internet in a place other than next to the NTD, you will need to organise internal wiring between the NTD and your router.

Eureka Telco is not able to assist with nor take responsibility for the internal wiring should it fail. Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain. You need an approved nbn™ compatible router to connect your devices to the Eureka Telco's nbn™ Broadband service.

Moving Address – No Lock-in Contract:

If we can provide a service at the new address, you will need to pay any relevant set up fees and connections fees required for your new address. Talk to us about what options are available to you in moving your service to your new address.

Minimum Term

Eureka Telco's nbn™ Internet plans are supplied on either a no lock-in contract term (customers are able to terminate the service by giving 30 days' notice), or 24 month contract term (early termination fees apply – see table above for further information). No pro-rata credits or refunds are offered for services cancelled mid-month, any post paid costs will also be applied.

Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. Your invoice is due 14 days after issue and can be

This is a summary only – the full terms and conditions for this service are available at www.eurekatelco.com.au/legal/terms-of-service/. Further information: www.eurekatelco.com.au/internet/residential-nbn-plans/ This Critical Information Summary v2.0.1 is current as of 01/01/2023, is subject to change without notice and all prices quoted include GST

paid via the payment methods on the invoice. Direct debit can be setup through our portal at my.eurekatelco.com.au

Usage Information:

You can monitor your internet usage by logging into your Account online at my.eurekatelco.com.au

Fibre to the Node limitations:

If you sign up on a 50M Fibre to the Node service the actual plan is 25M-50M or if you sign up on a 100M Fibre to the Node service the actual plan is 25M-100M If you are on Fibre to the Node, your service may be subject to coexistence, if your service is subject to co-existence, nbn™ only guarantee 12M.

Fixed Wireless limitations:

If you sign up on a 50M Fixed Wireless service the actual plan is 25M-50M. 100M is not available on Fixed Wireless.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please contact us again to have your matter escalated to senior management.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

Payment Gateway Charges:

When paying for services with Eureka Telco via card and direct debit, there is a small bank processing fee for using either Credit / Debit Card or Direct Debit which are:

Credit / Debit Card: 2.2% + 0.60c (Per Transaction)

Direct Debit: 2.2% + 0.40c (Per Transaction)

Late payment:

A fee of \$16 applies to those who pay their invoice after the due date. If you find you are having issues meeting the due date on your invoice, please contact our Accounts & Billing department at least 2 days before the due date of your invoice to set up an alternative payment plan.

Direct debit dishonour fee:

A \$5 dishonour fee is applicable to direct debits that are rejected by the customer's financial institution.

NBN charges:

Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Other nbn™ charges may also apply to some Fibre to the Node or HFC addresses where a copper line or additional hardware needs to be installed or nbn™ are unable to validate an existing line. Additional concurrent connections to the NBN network may incur a subsequent install charge of \$299

Promotion Conditions:

Promotions are

available to new customers only; and not available to existing Eureka Telco customers or former customers, not available for current Eureka Telco services transferred to a new customer, not available for an address that has had a Eureka Telco service active in the last 3 months.