

Critical Information Summary

Moose nbn®



Information about the service

The nbn® network is a high-performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. This service is only available within an nbn® Fixed Line service area. Unless your premises is already connected, you will need to be connected to the nbn® network. The service comes with Unlimited data and access to our technical support service via phone, email and customer portal support ticket. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

Requirements and availability

nbn® fixed line services are available to addresses that have been confirmed as ready for service by nbn co, and which are designated as in nbn® fixed line service delivery areas. The technologies that are used to deliver these services are: FTTN, FTTP, FTTC, FTTB, HFC. You can check your address on our website at <https://moosemobile.com.au>.

Bundling and hardware

This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

Installation

Your address will need to have been made ready for activation by nbn co, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Setup fee

nbn® fixed line services have \$0 activation (New Development Fee may apply, see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. If activation of the service is unsuccessful for any reason, upfront charges may be refundable after you return the provided modem/router. \$0 activation excludes any applicable "Special Linkage Charges" required to connect your service. For example: Lead-in cabling, in-building cabling, non-standard installations, nbn® new development fee.

nbn co new development fee

This is a \$300 fee charged by nbn® for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

Minimum term

1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle.

Termination fee

You must provide us notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Terminations cannot be backdated.

Self installation

Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

Fee for service

A fee for service may be charged for any works conducted by us or third party access providers to resolve a service fault where the fault is not found to be on our or our third party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by us or third party providers.

Connection speed

We quote two speeds for our services: **Theoretical Maximum Speed** and **Typical Evening Speed**.

Theoretical Maximum Speed is the highest speed the service could theoretically achieve in ideal conditions.

Typical Evening Speed, also called **Typical Peak Speed** is the typical speed achieved by customers subscribed to this service at peak times (7pm-11pm Mon-Fri).

These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), number of other users on the network and performance of third-party interconnecting infrastructure that are not operated by Moose Mobile. Speeds may be slower when devices are connected by WiFi.

Plan name	Data allowance	Speed tier	Typical evening speed (download/upload)	Monthly charge	Upfront cost	Total minimum cost for one month of service
nbn 12/1 Economy	Unlimited	12/1 Mbps	11/1 Mbps	\$59.80	\$59.80	\$59.80
nbn 25/10 Value	Unlimited	25/10 Mbps	25/10 Mbps	\$65.80	\$65.80	\$65.80
nbn 50/20 Premium	Unlimited	50/20 Mbps	50/20 Mbps	\$79.80	\$79.80	\$79.80
nbn 100/20 Elite	Unlimited	100/20 Mbps	100/20 Mbps	\$84.80	\$84.80	\$84.80

Carrier Grade Network Address Translation (CGNAT)

Where CGNAT is available, your IP address will default to using CGNAT, unless you specifically request to opt out of CGNAT, which may be approved by Moose Mobile at its discretion. When opting out of CGNAT, a dynamic public IP address will be assigned to the service, however, you may request a static public IP address (at additional cost).

Priority assistance

Priority Assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilize our service. If Priority Assistance is required, you should apply through a provider who can offer this service such as Telstra.

Changing plan

To view the plans that you may switch to, login to <https://simple.moosemobile.com.au>. Once your plan change has taken effect, any adjustments to charges will be reflected in the first invoice issued after the plan change. Plan downgrades will only take effect at the start of the next billing cycle.

An upgrade is a change to any plan with a higher monthly service cost, regardless of inclusions.

A downgrade is a change to any plan with a lower monthly service cost, regardless of inclusions.

Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at <https://simple.moosemobile.com.au>.

Fair Use Policy

You must comply with our Fair Use Policy (<https://moosemobile.com.au/fair-use-policy>) and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Enquiries, Feedback, and Complaints

We are committed to providing you with excellent service. You can contact us via:

Phone (07) 3193 9400
E-mail admin@moosemobile.com.au
Web moosemobile.com.au/contact
Facebook facebook.com/moosemobile.au

To view our full complaints handling policy and procedure, please view our [Complaint Policy](#).

Complaints or disputes

To view our full complaints handling policy and procedure, please view our [Complaint Policy](#).

Further assistance

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the [TIO Website](#).

Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Terms of service

This document is a summary of critical information relating to the service. Full Terms of Service apply to your use of this service and can be accessed on our website at <https://moosemobile.com.au/terms-and-conditions>.

We may update this document and/or our plan range without notice from time to time. The latest version of this document can always be downloaded from our website <https://moosemobile.com.au>.

Customer service contact details

You can contact Moose Mobile customer service team:

- Call **1300 566 673**
- Email admin@moosemobile.com.au
- Submit a support ticket via the website at <https://moosemobile.com.au/contact>

Dispute resolution process

If you are not satisfied with our customer service, please refer to our [complaint handling policy](#) for more information on how to escalate your complaint.

For more information on broadband, visit <https://www.commsalliance.com.au/BEP>.

All prices quoted include GST.

Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at <https://www.tio.com.au/complaints>

Telecommunications Consumer Protections (TCP) code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.