

Critical Information Summary – Residential and small office broadband

(Plan50 Unlimited GB)

Service to be provided, Broadband Internet connection with 50 Mbps downstream and 15 Mbps Upstream (Bandwidth).

- (1) Minimum monthly Charge: \$74.99
 - (2) Maximum monthly Charge: \$74.99
 - Early termination Max Charge: \$0.00
 - Minimum term applicable: 1 Month
 - Set-up fee \$100
 - Minimum cost Setup fee + first month \$174.99
- Average peak hour download speed 48 Mbps

(Plan100 Unlimited GB)

Service to be provided, Broadband Internet connection with 100Mbps downstream and 20Mbps Upstream (Bandwidth).

- (1) Minimum monthly Charge: \$89.90
 - (2) Maximum monthly Charge: \$89.90
 - Early termination Max Charge: \$0.00
 - Minimum term applicable: 1 Month
 - Set-up fee \$100
 - Minimum cost Setup fee + first month \$189.90
- Average peak hour download speed 95 Mbps

(Plan150 Unlimited GB)

Service to be provided, Broadband Internet connection with 150Mbps downstream and 30Mbps Upstream (Bandwidth).

- (1) Minimum monthly Charge: \$99.90
 - (2) Maximum monthly Charge: \$99.90
 - Early termination Max Charge: \$0.00
 - Minimum term applicable: 1 Month
 - Set-up fee \$100
 - Minimum cost Setup fee + first month \$199.90 (1)
- Average peak hour download speed 145 Mbps

(Plan 500)

Service to be provided, Broadband Internet connection with **UP to 500Mbps** downstream and **UP to 500Mbps** Upstream (Bandwidth). Best-effort plan

- Minimum monthly Charge: \$129.90
- Maximum monthly Charge: \$129.90
- Early termination Max Charge: \$0.00
- Minimum term applicable: 1 Month
- Set-up fee \$200.00
- Minimum cost Setup fee + first month \$329.90 (1)

Average peak hour download speed 300-600 Mbps

This plan uses MM Wave technology which might be affected by heavy rain in which case a fail over service with lower bandwidth is triggered in order to keep the Internet connection

Information about the service

Thryve Broadband service uses fixed wireless and/or optic fibre to deliver broadband to your premises.

Jitter and Latency (packets propagation delay) is slightly higher (Using Fixed wireless) than wired technologies. Please ask us whether this service characteristic might affect you. This service is available anywhere within our coverage which can be seen on our website <https://thryve.au>. Line of site to our base stations is also required. Where applicable, we will need to install equipment on the outside and inside (near a power point) of your premises. You will also need a gigabit modem/router (Not included).

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rata refunds on plan downgrades.

Monthly fee plans might be increased 5% after the first 12 months of service and every year thereafter.

We can help you with any technical support, account or sales questions. Just give us a call on 0491188675, or lodge a fault via your Thryve account. —Live support is 7 days from 8AM to 9PM.

If you are not happy with your service, just let us know and we will do as much as possible to make you happy. . Ombudsman- If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) 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.