

Critical Information Summary

It's important to understand what you are signing up for! Here is the essential information you need to know about your plan. This document does not reflect any special promotions which may be available at your venue.

You are signing up for an Internet Service on the Gigafy™ wholesale network which is independent of the NBN™.

Plan	Speed	Typical Evening Speed *	Price	Minimum Term (Months)	Minimum Cost	Early Termination Charge
Essential	25M/25M	24M/24M	\$59.95	1	\$59.95	\$0.00
Streamline	50M/50M	49M/49M	\$69.95	1	\$69.96	\$0.00
Swift	100M/100M	98M/98M	\$79.95	1	\$79.95	\$0.00
Pulse ^	250M/100M	246M/98M	\$99.95	1	\$99.95	\$0.00
Turbo ^	500M/250M	452M/240M	\$109.95	1	\$109.95	\$0.00
Adrenaline ^	1000M/250M	800M/245M	\$119.95	1	\$119.95	\$0.00

* Typical evening speed is measured between 7.00pm and 10.00pm

^ These plans may not be available at all venues serviced by the Gigafy™ wholesale network.

Information about the service

To sign up with Rush Broadband, you must be in a building which is serviced by the Gigafy™ wholesale network. You can sign up for your service by connecting to the Gigafy™ router pre-installed in your dwelling or via your venue manager (where available).

Do I need to buy a router?

No! Once you have completed the signup process, you can continue to use the Gigafy™ router as a fully managed service. Our Rush Broadband User Portal provides you with all the tools you will need to configure the router as you require. However, you can choose to bring your own router if you want to fully manage it yourself.

How will I be billed?

Rush Broadband provides prepaid Internet services. You will require a credit/debit card to sign up as you are paying for a month in advance. Your credit/debit card will continue to be charge on the anniversary date of your sign up, until you choose to cancel your service with us. Don't stress, we'll send you an email and SMS reminder a few days before advising you of an upcoming payment.

What happens if my payment fails?

You will receive an email and SMS letting you know the charge on your credit/debit card failed. All you need to do is log into the Rush Broadband user portal or call our friendly support team to reprocess the payment. If your payment is not successfully processed before your monthly expiry date, the service will be disconnected.

What happens if I cancel my service?

As this is a prepaid service, if you cancel your service, we won't refund any fees that you have already paid to us. You don't return a bottle of milk to the supermarket and expect a refund if you don't drink it all!!

What happens if I upgrade or downgrade my service?

If you upgrade your service, you will be charged the difference between the plan you are on and the plan you want to upgrade to, so don't upgrade near the end of your month, wait until the service renews and upgrade then. Downgrades are applied to your service on the next anniversary date of your service.

What happens if I need to move my service?

You can transfer your service to your new address as long as the new address is serviced by the Gigafy™ wholesale network.

There is no charge to transfer your service and it will continue to be billed on the existing anniversary date.

If your new address is not serviced by the Gigafy™ wholesale network, you will have to cancel the service with us.

Can you provide a Telephone service?

Yes! If you require a landline telephone (VOIP service) you can add-on the VOIP service to your monthly internet service at any time. This can be done via the Rush Broadband User Portal.

Anything else I need to know?

We reserve the right to cancel and/or restrict your service if:

- You are abusive to our staff.
- You breach our terms and conditions or our fair use policy.
- A charge back is received from your credit/debit card issuer.

Acceptable use policy

You must use the service in a fair, legal way that does not interfere with other people's use of the service and follows our acceptable usage policy. The service is for residential personal use only and is not intended to be used for mission critical business services.

What should I do if I have a complaint?

If we can't resolve your complaint, you can contact the Telecommunication Industry Ombudsman on 1800 062 058. For full details please refer to www.rushbroadband.com.au/complaints.

Got any questions?

Our expert team are on hand to ensure your internet is always hassle free. Whether you have questions, encounter issues, or simply need assistance we're here to provide the support you need.

Customer Support

support@rushbroadband.com.au

1300 742 438

www.rushbroadband.com.au