



## Key facts sheet

This document outlines key facts from our policies about your service. If you have any questions you can always call us on 1300 062 251 or email [help@rummageconnect.com.au](mailto:help@rummageconnect.com.au)

<b>Accounts &amp; Billing</b>	<ul style="list-style-type: none"><li>• Like most NBN Providers, we only payment by Direct debit from your credit card or account.</li><li>• Your Payment information is securely kept in our transaction system and is unable to be retrieved by our staff once entered.</li><li>• Payments are generally deducted from your account 5 days after the invoice date.</li></ul>
<b>Important Information about NBN Services</b>	<ul style="list-style-type: none"><li>• NBN service <b>will not work during power failures</b>. Standard services do not include battery backup – If you require a battery back up please contact our office. Battery backup is not available on all service.</li><li>• This also means you will not be able to make calls on a VoIP phone during a power outage, including calls to emergency services.</li><li>• Your <b>speed or performance</b> may be reduced by a range of other factors such as a poor-quality router, Wi-Fi interference from electrical goods or neighbours, or old house wiring. We can work with you to help you find what may be causing these problems and suggest ways to fix them.</li></ul>
<b>Medical Alarms &amp; Security</b>	<ul style="list-style-type: none"><li>• Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an NBN service. You can do this by contacting the provider of your medical or security alarm service, who can also advise on options.</li></ul>



## What if I cannot get the speed ordered

- Once connected to the network, we will run checks from our Network Operations Centre to ensure that you are not being delivered a plan that your cabling, or service isn't able to achieve. Usually, we aim to provide options to you with in 5 days.

## Late Payments & Suspension

- **Late Fee's for payment**
  - **Direct Debit:** a \$5.50 re attempt fee is charged for each declined transaction. If payment is missed our system will automatically try again in 5 days
  - **All other Methods:** There is a late payment fee of \$10.00.
- **Suspension of Service**
  - We will contact you via SMS and email in the event of a missed payment. If we have had no contact with you, and there is no payment plan on the account, then we will be in touch via SMS and email to let you know that your services may be suspended no earlier than **5 working days from the suspension notice.**
- **What happens if my service is suspended?**

The following suspension restrictions will occur until payment is made:

  - **Fetch:** Log in will be disabled and service will not work without an Aussie Broadband internet connection.
  - **Fixed Phones:** Service will be restricted to emergency calls to 000 only.
  - **Internet:** All internet services will be paused.
  - **Mobile phones:** Services will be restricted to emergency calls to 000 only.
  - **VoIP:** All VoIP plans will cease to work without internet.

**Note: Suspended services are not entitled to compensation. Billing will continue even if the service is suspended. Continued non-payment after suspension may result in termination of services and possible debt collection. Termination can cause the loss of a specific VoIP or mobile phone number.**

## NBN Development Fees and Charges

- **NBNco may charge additional fees for new connections**, for build in works at new locations or locations that have just become serviceable – these fees are passed onto the customer as billed by NBNco. We are unable to waive fee's charged by NBNco
- **We will do our best to ensure you are aware of charges from NBNco, however these may be out of our control.**

## Terms of Service

- **By Connecting this service & Placing an order you are bound to our Terms of Service, Accounts & Payments, Fair & Acceptable use policy along with our Privacy.**
- We reserve the right to terminate or suspend your service if you:
  - Are abusive towards our staff or contractors.
  - You Breach our Policies.
  - You Fail to pay your bill