

Plan	YLess4U 6/3 Unlimited
<b>Monthly Charge</b> Casual month to month	\$40/mth
<b>Monthly Data Allowance</b>	Unlimited
<b>Speed</b>	Advertised speeds are stated in Mbps and are peak achievable Download and Upload rates. The expected average download and upload speeds will be not less than 75% of the nominated peak speeds at least 70% of the time.
<b>Minimum Term</b>	2 months
<b>Initial Set Up Cost</b>	\$199 Installation includes: Wi-Fi Modem and Radio and all cabling *YLess4U Wi-Fi Router & Radio remain the property of YLess4U
<b>What's Included</b>	<ul style="list-style-type: none"> <li>• A Home Broadband service</li> <li>• Managed Wi-Fi Router</li> </ul>
<b>Minimum Cost</b>	Minimum Cost over 1 month \$40
<b>Maximum Cost</b>	Maximum Cost over 2 months \$80

Maximum cost based on you staying connected to this plan for 2 months and may change if month-to-month plan price changes. However, if you cancel your plan within 1 month of connecting, you will need to pay any monies owing for the monthly service fee

## Information about the service

### Service availability

Service not available to all areas, homes, or customers. The type of service offered may need further qualification checks to determine what is available at your location.

### Broadband speeds

Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Network capacity
- Set up at your home (such as location of your modem and how the internet is used in your home)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- The number of users online

## Fair Use Policy

You must comply with our 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.

## Changes to your plan

From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just pay out your service/s in full. If we change your plan or move, you to a new plan:

- (a) We will give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- (b) If you do not like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel, you will need to pay out the remaining cost of your service/s in full.

## Other charges

In addition to the monthly charge, you may pay the following charges:

Standard Professional Installation	\$349 Technician at your premises.
Non-standard installations	Separate charges apply for non-standard installations such as complex installation and additional connection points.
YLess4u Wi-Fi Modem	\$150 if you wish to purchase a modem.

## Changing or cancelling your plan

You can change to another plan within your plan range once a month while the plan range remains available.

If either party seeks termination of this Agreement, the terminating party must provide a 30-day written notice to the other party.

There are No Early Termination Charges if you cancel your plan. If you cancel your plan within 1 month of connecting, any outstanding monies will be payable in full. You will need to pay out the remaining cost of your service/s in full.

## Bill payment charges

- Email bills – **Free**
- Declined Direct Debits, charges as per individual Financial Institutions charges. This may vary depending on the Financial Institution that you use.

To set up Direct Debit or for details on other bill payment options, visit <https://splynx.yless4u.com.au/portal/login> or call our Account on (02) 6100 2207

## Other Information

### Access technology

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change, unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.

### How can I check and manage my usage?

Login to your Customer Portal at <https://splynx.yless4u.com.au/portal/login>.

### Understanding your bill

Your bill is issued on the same date each month. You are billed in advance for the minimum monthly charge. When you start or change your plan part way through a billing period, your first bill will have

additional charges. Your charges will be broken down for you, and it will provide you with your ongoing monthly charges after your first bill.

**Need help? We are here for you.**

Visit <https://www.yless4u.com.au/policies/> for our support options. Call (02) 6230 3699, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

**Complaints**

If there's something you're not happy with and you wish to make a complaint, visit <https://www.yless4u.com.au/policies/>. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at <https://www.yless4u.com.au/wp-content/uploads/2010/01/2019agreement.pdf>