



TANGERINE Unlimited NBN Plans Internet With No Contract User Guide

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TANGERINE Unlimited NBN Plans Internet With No Contract



Product Information

- **Product Name:** Tangerine Telecom Internet Service
- **Available Plans:**
 - Value
 - Value Plus
 - Speedy
 - SuperSpeedy
 - UltraSpeedy** (Unavailable~)
- **Typical Evening Download and Upload Speeds:**
 - **Value:** 25Mbps download / 8.5Mbps upload
 - **Value Plus:** 50Mbps download / 17Mbps upload
 - **Speedy:** 95Mbps download / 17Mbps upload
 - **SuperSpeedy**:** 200Mbps download / 21Mbps upload
 - **UltraSpeedy**:** Unavailable~
- **Included Data:** Unlimited for all plans
- **Minimum Monthly Charge:**
 - **Value:** \$59.90
 - **Value Plus:** \$69.90
 - **Speedy:** \$89.90
 - **SuperSpeedy**:** \$109.90
 - **UltraSpeedy**:** \$129.90
- **Minimum Term:** One (1) Month
- **Availability:** FTTP and some HFC connection types for the UltraSpeedy** plan. Please check availability on our website.
- **Additional Account Fees:**
 - **Non-direct debit fee:** \$3.50
 - **Bounced payment fee:** \$10.00
 - **Paper Bill Fee:** \$3.50 (available on request only)

- **Late Payment Fee:** \$16.50
- **VISA/Mastercard surcharge:** 1%
- **American Express Surcharge:** 2%
- **Usage Management:** Monitor and manage your usage through the Self Care portal or by calling us on 1800 211 112.
- **Spend Management:** A spend management tool is available to all Tangerine customers free of charge via the Self Care portal.

Product Usage Instructions

1. Check the availability of the desired plan on our website.
2. Choose the plan that suits your needs (Value, Value Plus, Speedy, SuperSpeedy**, or UltraSpeedy**).
3. Contact us at 1800 211 112 or visit our website at tangerinetelecom.com.au for additional information or if you have any questions.
4. Sign up for the chosen plan with a minimum term of one (1) month.
5. Pay the minimum monthly charge specified for the selected plan.
6. Enjoy unlimited data usage with the selected plan.
7. To manage your usage, access the Self Care portal or call us on 1800 211 112.
8. Utilize the spend management tool available on the Self-Care portal to track your expenses.
9. Be aware of the additional account fees that may apply, such as non-direct debit fees, bounced payment fee, paper bill fees, late payment fees, VISA/Mastercard surcharges, and American Express surcharges.
10. Ensure timely payment to avoid late payment fees. If your account is not paid in full within 5 days after the monthly due date, a late payment fee of \$16.50 applies.
11. In case of concerns or complaints, access our complaint resolution process at tangerinetelecom.com.au/policies or contact the Telecommunications Industry Ombudsman at 1800 062 058 or submit an inquiry at <http://www.tio.com.au/>

Critical Information Summary

for your personal nbn®

Plan information about the service

Personal nbn® Plan	Value	Value Plus	Speedy	SuperSpeedy**	UltraSpeedy**
Typical Evening Download and Upload Speeds *	25Mbps download / 8.5Mbps upload	50Mbps download / 17Mbps upload	95Mbps download / 17Mbps upload	200Mbps download / 21Mbps upload	Unavailable~
nbn® Speed Tier *	25/10	50/20	100/20	250/25	1000/50
Included Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Monthly Charge	\$59.90	\$69.90	\$89.90	\$109.90	\$129.90
One (1) Month Minimum Term	✓	✓	✓	✓	✓

- Typical Evening Download and Upload Speeds are measured between 7 pm and 11 pm. nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information.
- This plan is only available on FTTP and some HFC connection types. Please ensure you use our website address-checking tool to establish if this plan is available to you. ~ The UltraSpeedy is a new plan. We therefore do not currently have enough data to provide average sampled evening download and upload speeds. When this data is available, we will update our website and CIS to include this information.

Service Description

A Tangerine nbn® Personal Unlimited Plan is an internet service provided over the National Broadband Network and is available in nbn® enabled areas. It is only available to residential users and is not suitable for business use.

Mandatory Components

You require an nbn® compatible modem/router for this service. We can supply one for a one-off up-front fee if required. See our website for current pricing. You can choose to BYO modem, but it must be compatible with your nbn® technology type. You must be capable of configuring a BYO device yourself. We will only be able to provide limited 'best effort' support for your own BYO device.

Key Details

This service is provided on a no lock-in contract basis and has a 1-month minimum term. You can cancel your contract at any time before the end of your current billing period. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date. Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of the month.

All Tangerine nbn® Personal Plans include unlimited data but are subject to the Tangerine Fair Use Policy

available on our website.

Standard Installation Requirements

Standard installation is included with your plan. A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery. If you take up an nbn® service, you will not be able to move back to a copper service.

Non-standard connection charges

If non-standard installation is necessary, additional charges may apply. If NBN Co deem your property to be a new development, the nbn® New Development charge of \$300 inc. GST will apply.

14-day free nbn® trial

If you are not completely satisfied with your Tangerine nbn® service, you can cancel within the first 14 days after connection and receive a full refund of your plan fee.

Hardware refund policy

If you cancel your plan at any time (including during the 14-day free trial period), we will not refund the cost of any hardware purchased from us, except in accordance with our Hardware Limited Refund Policy or where required by law. Modems are yours to keep, are unlocked, and can be used with an alternative provider or technology type. Please review our Hardware Warranty Information for further information about your rights if you experience a fault with a device that you purchase from us.

Other information

Usage management Monitor and manage your usage through the Self Care portal or by calling us on 1800 211 112.

Spend management

A spend management tool is available to all Tangerine customers free of charge via the Self Care portal.

Service details and coverage

This Tangerine nbn® service is provided using the nbn® network. Tangerine is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Billing

We will bill you in advance for the minimum monthly charge. It is free to receive your monthly bill online via the Self Care Portal or via email.

Important: Billing for your nbn® service will commence from the day that the nbn® activation is completed by NBN Co. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Additional account fees

- **The following account fees apply:**
- **Non-direct debit fee:** \$3.50
- **Bounced payment fee:** \$10.00
- **Paper Bill Fee:** \$3.50 (available on request only)
- **Late Payment Fee:** \$16.50
- **VISA/Mastercard surcharge:** 1%
- **American Express Surcharge:** 2%

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$16.50 applies.

Broadband Speeds

The actual speeds you will receive may vary due to a number of factors such as the number of end-users on the service at the same time, the hardware, the software and software configuration, the connection method within the premise and the type/source of content being downloaded or uploaded. nbn® services provided using FTTB, FTTC, or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected.

If you are not satisfied with the broadband speeds that you can achieve on your nbn® service, we recommend letting us know as soon as possible. We may be able to recommend troubleshooting to improve your speeds. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we will inform you, offer to move you to a lower speed tier, and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

We Are Here to Help

If you have any questions, call us on 1800 211 112, so we can serve you better. Or you can visit us at tangerinetelecom.com.au for additional information.

Complaints

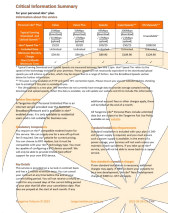
If you have any concerns or complaints, access our complaint resolution process at tangerinetelecom.com.au/policies (click on 'Customer Complaints Handling Policy').

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page of our website.

- Tangerine Telecom © 2023
- tangerinetelecom.com.au.
- 2023-09-20-CIS-TAN

Documents / Resources

	<p>TANGERINE Unlimited NBN Plans Internet With No Contract [pdf] User Guide Unlimited NBN Plans Internet With No Contract, Unlimited, NBN Plans Internet With No Contract, Plans Internet With No Contract, Internet With No Contract, With No Contract, No Contract</p>
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References

- 🌀 [Tangerine Telecom | Juicy nbn™ Broadband and Mobile SIM Deals](#)
- 🌀 [Policies | Tangerine Telecom™](#)
- 🌀 [Home | The Telecommunication Industry Ombudsman](#)

-  [Tangerine Portal](#)
-  [Policies | Tangerine Telecom™](#)

Manuals+.