



# Critical Information Summary LBNCo

## JAMBA IT PTY LTD RESIDENTIAL PLANS

|                |           |              |               | Once-off Payment |          | First Month Free?* |
|----------------|-----------|--------------|---------------|------------------|----------|--------------------|
| Service Speed  | Data      | Monthly Plan | Contract Term | Connection Fee   | Modem    |                    |
| 25Mbps/5Mbps   | Unlimited | \$69.95      | No Contract   | \$108.90         | \$119.95 | ✓                  |
| 50Mbps/20Mbps  | Unlimited | \$79.95      | No Contract   | \$108.90         | \$119.95 | ✓                  |
| 100Mbps/40Mbps | Unlimited | \$99.95      | No Contract   | \$108.90         | \$119.95 | ✓                  |

\*Offer expires 30th of September 2020

### Jamba IT Pty LTD

Jamba IT Pty Ltd is the Retail Service Provider who can allow the customer access to the network and provide billing, account and technical support.

### LBNCo

LBNCo has installed the latest (FTTH) Fibre to the Home technology into your building via a superfast Optical Fibre Cable.

### Serviceable Locations

Jamba's LBNCo fibre is not available to all buildings and homes. Our Customer service team will qualify the application before processing any upfront application fees.

### Jamba no contract data plans

All Jamba Plans have no contracts. You can disconnect the service and cancel the agreement at any time by giving 30 days' notice.

### New Development Fee

In instances where the service ordered is the first service at that address and the building is less than 10 years old the wholesaler may forward on a New Development Charge of a maximum of \$300. This must be paid upfront to connect to the service. This applies to all Retail Service Providers.

### Required equipment

A preconfigured Jamba Modem is required. With a Jamba modem your technical issues can be resolved quickly and remotely. You can purchase your modem directly through Jamba.

### First month free

Your first month is free. If you do not want to continue with Jamba you are required to give us 3 business days' notice prior to the end of the first month trial. Connection fees and the modem cost are not refundable.

### Phone Bundling

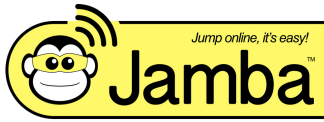
VoIP (Voice of internet Protocol) is available. You will require a compatible phone if you want to use a land line. Contact [admin@jamba.com.au](mailto:admin@jamba.com.au) for pricing.

There are no charges to cancel your service. However, you are required to notify us 3 days prior to bill period end date. Please refer to the T&C's on our home page – [www.jamba.com.au](http://www.jamba.com.au)

### Monitoring usage

Jamba offers unlimited data. You can enquire about how much data you are using by contacting the Jamba customer Service team. Call 1300 052 622 or send Jamba an email at [admin@jamba.com.au](mailto:admin@jamba.com.au)





### **Relocation of Service**

If you are relocating it may be possible to reuse your modem and switch your internet service to your new address. This can be transferred for a small for a small administration fee of \$30.00. Please call 1300 052 622 if you have any questions.

### **Customer Support**

If you are experiencing a problem with your service please call 1300 052 622 or email [support@jamba.com.au](mailto:support@jamba.com.au)

If you have an enquiry about your account, billing, or installation please contact [admin@jamba.com.au](mailto:admin@jamba.com.au)

### **Complaints**

If you haven't received the service you expected, you have the right to make a complaint. Please call 1300 052 622 or email [admin@jamba.com.au](mailto:admin@jamba.com.au)

If you are not satisfied with the outcome then please email [complaints@jamba.com.au](mailto:complaints@jamba.com.au)

### **Network Limitations**

As with all types of technology there could be circumstances beyond our control that may and can affect your quality of service. Should the infrastructure within your building be compromised then Jamba will contact LBNCo and request a technical team to service the building to resolve the issue.

### **Technical Issues**

If there is a technical issue caused by our Jamba Modem then please contact 1300 052 622 or contact [support@jamba.com.au](mailto:support@jamba.com.au). Our customer Support team can access your modem remotely to resolve your issue.

### **Cancelling your service**

If you need to cancel your service you can simply complete the move out form on our Home Page [www.jamba.com.au](http://www.jamba.com.au) or contact our customer service team on 1300 052 622

