



Critical Information Summary LBNCo – 12 Month Plan

JAMBA IT PTY LTD RESIDENTIAL PLANS

Service Speed	Data	Monthly Plan	Contract Term	Connection Fee	Once-off Payment
					Modem
25Mbps/5Mbps	Unlimited	\$69.95	12 Month	\$69	\$94.95
50Mbps/20Mbps	Unlimited	\$79.95	12 Month	\$69	\$94.95
100Mbps/40Mbps	Unlimited	\$99.95	12 Month	\$69	\$94.95

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.

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 \$330. This must be paid upfront to connect to the service. This applies to all Retail Service Providers.

Early Termination Fee

If you are on a 12 month fixed term contract and you terminate the agreement before the original expiry date, an 'Early Termination Fee' of \$175.00 will be charged regardless of the length of the term remaining.

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.

Phone Bundling

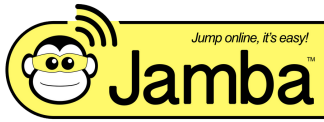
VoIP (Voice of internet Protocol) is available. You will require a compatible phone if you want to use a land line. Contact admin@jamba.com.au for pricing.

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

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





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

If you have an enquiry about your account, billing, or installation please contact 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

If you are not satisfied with the outcome then please email 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. 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 or contact our customer service team on 1300 052 622

