



# Critical Information Summary (CIS)

Provider: **Gippsland Broadband**

**nbn Fibre**

Offer / Plan: **Lite Fibre 25**

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Website: [www.gippslandbroadband.com.au](http://www.gippslandbroadband.com.au)

## SUMMARY

Service description	Gippsland Broadband nbn plans include unlimited data. Services are month-to-month (no fixed term) with 30 days' notice to cancel. BYO router (router available for purchase); support for third-party routers is best-effort.
Minimum monthly charge	<b>\$67.00</b>
Maximum monthly charge	<b>\$67.00</b>
Maximum early termination charge	<b>\$0</b>
Minimum term	<b>30 Days</b>

This CIS is a standalone summary of key information about this offer (separate to full terms of service).

## OFFER DETAILS

Mandatory equipment (if any)	A compatible modem or router is required to connect to nbn services, BYO welcome.
Usage information	Your plan includes unlimited data. You can view your account and service details (including plan information) via MyAccount: <a href="https://portal.gippslandbroadband.com.au">https://portal.gippslandbroadband.com.au</a> . If you can't access My Account, contact Gippsland Broadband support on 1300 258 259 or <a href="mailto:hello@gippslandbroadband.com.au">hello@gippslandbroadband.com.au</a> .
Exclusions / conditions / limits	New development cost is not included Router or modem is not included, you may BYO modem or purchase separately. 30 days notice required for termination of service
Early termination fee estimate	N/A

## SUPPORT, COMPLAINTS & TIO

Customer service contact	<a href="mailto:hello@gippslandbroadband.com.au">hello@gippslandbroadband.com.au</a> <a href="http://www.gippslandbroadband.com.au/support">www.gippslandbroadband.com.au/support</a> phone: 1300 258 259
Internal dispute resolution	<a href="mailto:dispute.resolution@gippslandbroadband.com.au">dispute.resolution@gippslandbroadband.com.au</a>
Telecommunications Industry Ombudsman (TIO)	1800 062 058 • <a href="http://tio.com.au">tio.com.au</a>