

nbn® Internet with Voice & 4G Backup

Critical Information Summary



Effective 30 October 2026 | Version 1.0

About this service

Cloudek's nbn® Internet is a fixed-line broadband service delivered over the nbn® network with unlimited data, supplied and supported by Cloudek. It is available only at premises inside the nbn® fixed-line footprint and requires an active nbn® connection at the address. Support is provided by Cloudek's service desk by phone and email. An optional 4G mobile backup is available, which switches your internet over to the mobile network automatically if the nbn® service drops out, and an optional voice service lets you make and receive phone calls over the connection. Neither works during a power outage at your premises.

Availability

Which speed tiers and technologies are available depends on your address and the nbn® technology that serves it; not every tier is available everywhere. We run a service qualification check before you order to confirm eligibility and any installation work needed. If we cannot connect the service, we will tell you and offer alternatives where we can.

Plans and pricing

All prices are in Australian dollars and include GST.

Speed tier (Mbps down/up)	Minimum monthly charge	Setup fee	Monthly data	Typical evening speed (7pm to 11pm, down/up)	Minimum total cost*
25/10	\$91.25	\$0.00	Unlimited	22/8 Mbps	\$91.25
50/20	\$130.00	\$0.00	Unlimited	44/17 Mbps	\$130.00
100/20	\$137.50	\$0.00	Unlimited	95/17 Mbps	\$137.50
100/40	\$143.75	\$0.00	Unlimited	95/34 Mbps	\$143.75
250/100	\$152.50	\$0.00	Unlimited	225/85 Mbps	\$152.50
500/50	\$137.50	\$0.00	Unlimited	440/42 Mbps	\$137.50
500/200	\$186.25	\$0.00	Unlimited	Not yet available	\$186.25
750/50	\$157.50	\$0.00	Unlimited	Not yet available	\$157.50
1000/100	\$180.00	\$0.00	Unlimited	Not yet available	\$180.00
1000/400	\$221.25	\$0.00	Unlimited	Not yet available	\$221.25
2000/200	\$272.50	\$0.00	Unlimited	Not yet available	\$272.50

* Minimum total cost is the first month's charge plus the setup fee, based on the one-month minimum term, and excludes optional hardware, the optional voice and 4G backup add-ons and any nbn® installation charges described below. Typical evening speeds are measured busy-hour averages supplied by our wholesale network provider. "Not yet available" means there is not yet enough data to publish a typical speed.

Hardware

A compatible modem/router is required. You may use your own compatible device, or buy one from us: Basic \$123.75 (suits tiers up to 100 Mbps), Premium \$161.25 (suits tiers from 250 Mbps to 1000 Mbps) or Premium 4G \$373.75 (required for the 4G backup). For the 2000/200 tier we will confirm compatible hardware when you order. The modem you need also depends on whether you take the voice service. Hardware prices include delivery and are payable upfront.

Optional 4G backup

The backup runs on Telstra's 4G mobile network. Coverage, speed and availability depend on your location, signal strength and network conditions, and mobile coverage is not available everywhere. Check coverage at telstrawholesale.com.au before ordering.

4G backup	Monthly fee	Data allowance	IP address
Add-on to any plan	\$31.25	50 GB	Dynamic (changes on reconnect)

Optional voice service

Voice is delivered using SIP over your active internet connection, which must have at least 150 kbps upload and download available for each concurrent call. Calls will not work if your internet connection or power is down, including calls to emergency services (000) unless the 4G backup is active. International calls and calls to premium and other special numbers are charged separately; rates are available on request.

Voice plan (2 concurrent calls, 1 number)	PAYG	LNM	13LNM
Monthly access fee	\$7.50	\$25.00	\$31.25
Local and national calls	\$0.206 per call	Included	Included
Calls to Australian mobiles	\$0.206 per minute	Included	Included
Calls to 13 and 1300 numbers	\$0.55 per call	\$0.55 per call	Included

Minimum term and cancellation

The minimum term is one month. You can upgrade your speed tier at any time and downgrade from the start of your next billing cycle. There is no early termination fee. To cancel, contact us; charges apply until the last day the service is active, and cancellations cannot be backdated. Hardware you have bought is yours to keep.

Installation and setup charges

The setup fee is \$0.00. Your first month's charge and any hardware are payable upfront. If your premises is not yet ready for connection, we arrange the necessary nbn® work as part of your order. In some locations nbn co may charge a one-off standard installation fee of up to \$300, and a New Development Fee may apply to new estates. Costs to complete a connection that sit outside a standard installation (for example lead-in or in-building cabling, or non-standard installs) are also passed on. Any of these charges will be told to you, and agreed, before connection. If the service cannot be activated, eligible upfront charges are refunded once any supplied hardware has been returned.

Self-installation and on-site help

The service is self-installed: you connect the modem/router at your premises, with remote help from our service desk. If you would prefer a Cloudek engineer to install or configure equipment on site, we will quote this before any work is done.

Faults outside our network

If a fault turns out to be caused by something outside our responsibility, such as your Wi-Fi, internal cabling or your own equipment beyond the nbn® network boundary point, a fee for service may apply, charged on time and materials. We will tell you before charging it; if you do not agree, we may not be able to fix that part of the problem.

Speeds

The speed tier is the maximum speed of the plan. The typical evening speed is the average speed customers on that tier usually get between 7pm and 11pm. Both are estimates: actual speeds vary with your devices, Wi-Fi, the content you access, network congestion and the nbn® technology at your address.

Service grade and Priority Assistance

This service uses standard nbn® fault restoration timeframes and does not include an enhanced or business-grade service level agreement. It does not support Priority Assistance. If someone at your premises has a diagnosed life-threatening medical condition and needs Priority Assistance, apply through a provider that offers it.

Usage, billing and fair use

Data is unlimited, so usage is not metered or reported. We bill monthly in advance by emailed invoice. Use of the service is subject to Cloudek's Fair Use Policy; if the service is used in an unreasonable, fraudulent or disruptive way, we may suspend, restrict or cancel it.

Customer service

Phone 1300 407 353 or email info@cloudek.com.au. Service desk hours: Monday to Friday, 9:00am to 5:00pm Melbourne time, excluding public holidays.

Complaints

If you are unhappy with our service, call 1300 407 353 or email info@cloudek.com.au and we will work with you to resolve it. If your complaint is not resolved to your satisfaction, you can contact the Telecommunications Industry Ombudsman for free, independent dispute resolution on 1800 062 058 or at tio.com.au.

Terms

This document summarises the key information about the service. Full terms are set out in Cloudek's Standard Form of Agreement, which, together with our Fair Use, Privacy and Financial Hardship policies, is available at cloudek.com.au or on request. We may update these documents and our plans from time to time; the current version is always available from us. For general information about broadband, visit commsalliance.com.au.