



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCom NBN Broadband is an internet service provided over the National Broadband Network (NBN). BusinessCom is a CSP (Carriage Service Provider) for an Australian Tier 1 Carrier with an extensive national fibre network that incorporates NBN services.
* The quoted speeds refer to the speed of the fibre technology installed at the premises. They may not be the actual speeds achieved. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

AVAILABILITY

The service is only available in NBN enabled areas. Please call our Customer Service Team on 1300 000 300 to check availability.

HARDWARE REQUIREMENTS

You will require a modem to access the service. BusinessCom can supply an optional modem with costs depending upon the make and model. Please call our Customer Service Team on 1300 000 300 for further details.

MINIMUM TERM

24 Months

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and USAGE CHARGES

NBN PLANS	Monthly	Cost per GB	Term	Install
25M/10M* 100GB	\$89	\$0.89	24 Months	\$0
25M/10M* 250GB	\$99	\$0.40	24 Months	\$0
50M/20M* 100GB	\$99	\$0.99	24 Months	\$0
50M/20M* 250GB	\$109	\$0.44	24 Months	\$0
100M/40M* 100GB	\$109	\$1.09	24 Months	\$0
100M/40M* 250GB	\$119	\$0.48	24 Months	\$0

* Please refer to Service Description and Key Information.

CONNECTION/INSTALLATION COST

\$0

MINIMUM TOTAL COST

Minimum total cost varies according to the selected plan: 25M/10M 100GB \$2,136; 25M/10M 250GB \$2,376; 50M/20M 100GB \$2,376; 50M/20M 250GB \$2,616; 100M/40M 100GB \$2,616; 100M/40M 250GB \$2,856.

ADDITIONAL CHARGES

If you exceed your data allowance as specified by your plan you will be charged \$0.01 per MB for any excess usage.

EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of printing and is subject to change. **All pricing is exclusive of GST.**

This information is a summary only. For full details of the terms and conditions please visit www.businesscom.com.au/terms.

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required and the location of the premises. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on 1300 000 300.

BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the data usage. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Any data usage will be calculated and charged according to the portion of the month that it relates to. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.50. To opt in to paper billing, please contact our Customer Service Team on 1300 000 300.

PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For full details please see www.businesscom.com.au/terms or contact our Customer Service Team on 1300 000 300.

CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300** or visit our website www.businesscom.com.au

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.businesscom.com.au/complimentsandcomplaints

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.