



CRITICAL INFORMATION SUMMARY

# NBN BROADBAND

Version 4.01

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## Critical Information Summary

Plan	Unlimited Data	
Tier 25 Typical Evening Speed: 18 Mbps	Minimum monthly charge	\$69.00
	Cost per GB	N/A
	Minimum charge (casual plan)	\$168.00
	Minimum charge (12 month term)	\$828.00
Tier 50 Typical Evening Speed: 40 Mbps	Minimum monthly charge	\$79.00
	Cost per GB	N/A
	Minimum charge (casual plan)	\$178.00
	Minimum charge (12 month term)	\$948.00
Tier 100 Typical Evening Speed: 75 Mbps	Minimum monthly charge	\$95.00
	Cost per GB	N/A
	Minimum charge (casual plan)	\$194.00
	Minimum charge (12 month term)	\$1140.00

### Information about the service

#### The Service:

Our NBN Broadband service offers post-paid asymmetrical internet interface connection via the National Broadband Network where available and an included data allowance. There are no peak or off-peak restrictions on your use.

#### Mandatory components:

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a modem at your premises for this service to work. We can provide a modem for you from the following: (prices include delivery)

- Netcomm NF10WV (Single Band) - \$125.00
- Netcomm NF18ACV (Dual Band) - \$185.00
- Netcomm NL1901ACV (Includes 4G LTE Backup – suitable for business) - \$298.00.

You may install the modem yourself or we can do it for you. Additional charges may apply for professional modem installation and replacement. If you choose an NBN plan on a 12 month term we can provide a monthly repayment option on your choice of modem. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information.

#### Minimum term:

The service is available on your choice of either:

- month to month basis with no fixed term.
- 12 month contract term

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### Important conditions:

Once you take up a phone and broadband service on the NBN you **cannot** move back to services on the existing copper network. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$300.00 (incl. GST) and this will appear on your first bill. A subsequent install charge of \$300.00 will apply if 1) additional NBN connections are requested at the same address 2) a new copper pair needs to be connected to complete the NBN connection.

Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. 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. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds.

### Information about pricing

#### Minimum monthly charge:

Please refer to table on previous page for pricing information.

#### Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

#### Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. All bills are delivered by email. Please contact us if you would like a paper bill.

#### Activation Fee:

An Activation Fee of \$99.00 applies for all plans. If you sign up for your plan on a 12 month contract term we will waive the \$99 activation fee.

The activation fee is a once-off charge and will appear on your first bill.

#### Termination Fee:

If you choose a plan on a 12 month contract term and disconnect your service before the end of that term, an early termination fee of \$99.00 will apply.

#### Unit Pricing Information:

Please refer to table above for unit pricing information.

### Other information

#### Enquiries, feedback and complaints:

We're here to help. Please contact us by calling (07) 5315 5440 or by sending an email to [info@clickaccess.com.au](mailto:info@clickaccess.com.au), if you have any questions, would like to give feedback or complain.

#### Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary is valid as of April 2021.