

# NBN™ Basic Business Data Plan

## Critical Information Summary

### Information about the service

#### Service description

The CommsChoice NBN™ Basic Business Plan is an internet service provided over the National Broadband Network (NBN™) and is available in NBN™ enabled areas.

#### Hardware requirement

You will require an NBN compatible modem/router for this service. A router is provided free of charge on a 24 month plan.

#### Key details

This service is provided on a 12 month contract.

Your NBN™ Basic Speed plan includes unlimited data with a typical business hours speed of 45Mbps.

\*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 from the node will affect maximum available speeds.

#### Standard installation requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper service.

### Information about pricing

#### Monthly charge, minimum charge and unit pricing

Plan	Monthly Charge	Included Data	Cost per GB	Minimum Charge (12 months)	Business Hours Speed
50/ 20 250	\$80	250Gb	32c	\$960	40mbps
50/20 Unlimited	\$110	Unlimited	n/a	\$1,320	40mbps
100/40 250	\$100	250Gb	44c	\$1,320	90mbps
100/40 Unlimited	\$130	Unlimited	n/a	\$1,560	90mbps

#### Installation charges

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply.

If NBN Co deem your property to be a new development, the NBN New Development charge of \$300 inc GST will apply.

NBN subsequent installation charge \$300 applies where more than one NBN service is connected at the same NBN address.

#### Modem charge

A modem is not included with this service. Modem charges will be determined by the modem chosen by the customer.

#### Early termination charge

If you cancel the service within the first 12 months an early termination fee of the monthly access fee multiplied by the months remaining in the agreement will apply.

# Critical Information Summary

## Other information

### Usage Information

You can monitor your usage at [www.commschoice.com](http://www.commschoice.com) > [My Account](#) or by calling us on **1300 4 COMMS** (1300 42 66 67).

### Service details

This CommsChoice service is provided using the NBN Co. network. CommsChoice is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

### 4G backup option

If you request/require 4G mobile data backup for your NBN service this is provided at an additional cost. \$20 per month 4G backup charge applies + \$99.95 one off modem upgrade fee. This includes 3GB of mobile data per month. This is enough to keep phones registered during a short outage. If additional data is required this is charged at an additional cost in line with our [4G Mobile Broadband Plans](#). Telstra 4G/3G mobile coverage will be required for 4G backup service to work. Please check the coverage map [here](#).

### Billing

We will bill you in advance for the minimum monthly charge and features. 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. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

**Important:** Billing for your NBN service will commence from the day that the NBN activation is completed by NBN™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

### Broadband speeds

Actual speeds you will receive will vary due to a number of factors such 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. We are unable to attain your maximum possible speeds using FTTN or NBN Wireless technology until you are connected.

If you are not satisfied with the broadband speeds that you can achieve on your NBN service we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend to improve your speeds. If this does not improve things we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel the 24-month contract without early termination penalty. We will require any supplied modem to be returned to us at: Lv 6, 56 Clarence St. Sydney, NSW, 2000 to avoid a hardware non-return fee.

### We are here to help

If you have any questions, just call us on **1300 4 COMMS** (1300 42 66 67) so we can serve you better. Or you can visit us at [www.commschoice.com](http://www.commschoice.com) for additional information, including to access information about your usage of the service.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.commschoice.com/policies](http://www.commschoice.com/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

### Spend Management

A spend management tool is available to all CommsChoice customers free of charge via the member portal at: [www.commschoice.com](http://www.commschoice.com) > [My Account](#)

For instructions on how to access the member portal please just call us on **1300 4 COMMS** (1300 42 66 67) so we can serve you better.

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of January 2020.