

NBN™ Unlimited Business Data Plan TC2

Critical Information Summary

Information about the service

Service description

The CommsChoice NBN™ Unlimited Business Data Plan on TC2 is a symmetrical speed internet service provided over the National Broadband Network (NBN™) and is available in NBN™ enabled areas that are on FTTP, FTTN, FTTC, FTTB and HFC* coverage. It provides 1:1 contention on the access. (*TC2 over HFC will be available during second half of 2020. Call our Sales team to confirm availability)

Hardware requirement

A modem is not included with this service. You will require an NBN compatible modem/router for this service. Modem charges will be determined by the modem chosen by the customer.

Key details

This service is provided on either 12 month, 24 month or 36 month contract terms.

Your NBN™ Unlimited Business Data Plan TC2 includes unlimited data unlimited data with typical business speeds listed on the following table. 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.

Note that actual attainable speed, or Committed Information Rate (CIR), of the underlying TC2 access, in case of FTTC, FTTB, FTTN and HFC, can only be confirmed after a service qualification is conducted with NBN™.

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.

Installation charges

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply. NBN Subsequent installation charge \$300 applies where more than one NBN service is connected at the same NBN address. If NBN Co deem your property to be a new development, the NBN New Development charge of \$300 inc GST will apply.

Early termination charge

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

Other Information

For more information about different internet technologies and to determine what is right for you please see:

<http://www.commsalliance.com/BEP>

Usage information

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

Service details

This CommsChoice NBN™ 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.

Setup Charge

The following setup charges will apply depending on the term of the contract:

12 months	24 months	36 months
\$600	\$300	\$0

Information about pricing

Monthly charge, minimum charge and unit pricing

Plan	Monthly Charge	Included data	Cost per GB	Minimum Charge (12 months)	Minimum Charge (24 months)	Minimum Charge (36 months)	Typical Business Hrs Speed
5/5 Unlimited	\$199	Unlimited	n/a	\$2,988	\$5,076	\$7,164	5Mbps
10/10 Unlimited	\$289	Unlimited	n/a	\$4,068	\$7,236	\$10,404	10Mbps
20/20 Unlimited	\$429	Unlimited	n/a	\$5,748	\$10,596	\$15,444	20Mbps

Critical Information Statement

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.

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 12-month contract without early termination penalty. We will require any modem supplied free of charge to be returned to us at: Level 6 56 Clarence St Sydney NSW 20001 to avoid a hardware non-return fee.

We are here to help

If you have any questions, just call us on [1300 4 COMMS](tel:13004COMMS) (1300 42 66 67) so we can serve you better. Or you can visit us at 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 and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on [1800 062 058](tel:1800062058) 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 > [My Account](#)

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.