

## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Comsource 100gb NBN Broadband** Internet plan. It covers things like the length of your contract and how much you need to pay each month. Your plan is for post-paid asymmetrical access to the Internet via the National Broadband Network where available. It gives you access to our network and allows you to download and upload data. NBN services are not available everywhere so it will be necessary to check whether the area you are going to have the service is NBN ready. We will check this for you and confirm NBN service availability.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

Depending on the plan that you choose, you'll receive either 15gb, 100gb, 250gb, 500gb or 1000gb of Data Allowance each month and both Uploads and Downloads are counted towards your usage for that billing period. Once you have used your data allowance for each month your service will either be shaped to 256kb/s or excess usage charged depending on your selected plan. Quota not used in a month is not carried forward to the next month. There is no peak or off peak restriction on your usage.

### Information about pricing.

Your minimum monthly charge will depend on the plan you choose:

Download Speed		Upload Speed	Price	Minimum Contract amount	Cost per gb
100gb	25mbps	5mbps	\$69.95	\$1,678.80	\$0.70

Excess Data Charge: \$2.50 per GB

In Fixed Wireless coverage areas, only 12Mbps/1Mbps and 25Mbps/5Mbps options are available. Increase or decrease in download/upload speeds will be charged at \$12.40 per change. You may only change your plan once per month.

### CONNECTION CHARGE

A minimum of two appointments may be required to connect your service on the NBN Network. We'll arrange both appointments. A Standard installation of the NBN Co equipment is included. If your installation is non standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first bill. The service includes Service Activation (BYO modem) or a Self Installation Kit if you choose to receive the Home Network Gateway at no additional charge. If you choose the Home network Gateway and elect to receive a professional installation, a charge of **\$259.78** applies

Contract Term	Installation Fee (Self Install)	Installation Fee (Professional)
24 Months	FREE	\$259.78

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises. If you are in a Fixed Wireless coverage area, before it can be installed an NBN Co technician will complete a signal strength test to ensure it meets the minimum requirements. If the service can't be installed we will contact you shortly after the appointment to discuss alternatives.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) of **\$15.00** multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

### Customer Service Guarantee

To receive this service you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.

### Other Information

#### AVAILABILITY

NBN Broadband Internet is not available everywhere. Availability depends on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

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 Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

#### ETHERNET SPEEDS

Your internet service on the NBN offers download speeds to the premises from 12Mbps and upload speeds from the premises from 1Mbps. Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your network, your equipment and software on your PC. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

#### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Optionally you may select to take our Home Network Gateway at no additional monthly cost, however an additional charge will apply should you choose to have this device professionally installed. If the Home Network Gateway is required to be replaced due to loss or damage not caused by us, a charge of \$123.12 will apply plus either \$64.95 if you receive the replacement modem via self installation kit or \$259.78 if a technician attends site

#### SERVICE AND PLAN CHANGES

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your bandwidth or your plan allowance once per month. You cannot downgrade your bandwidth or plan while within contract term

#### 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.

#### WE'RE HERE TO HELP

If you have any questions, just call us on **1300882896** so we can serve you better. Or you can visit us at [www.comsource.com.au](http://www.comsource.com.au) 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.comsource.com.au](http://www.comsource.com.au)  
You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>