

Critical Information Summary

NBN Broadband Plan

This document contains important information about your Comsource NBN Broadband 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. 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 if your address is NBN ready. We will check this for you and confirm availability of the service.





Minimum Term

The minimum contract term is 12 months unless specified otherwise on the service application form.

Inclusions, Exclusions & Speeds

This plan includes unlimited data usage. A single static IP address is provided which may be changed due to technical and operational reasons by providing 30 days' notice. Speeds are theoretical maximum speeds. Actual speeds may be less due to several factors including but not limited to, network configuration, line quality & length, customer premises interference, traffic, hardware and software.

Pricing

	Data Allowance	Download Speed	Upload Speed	Price (monthly)	Minimum Term	Total Minimum
	Unlimited	25 Mbps	5 Mbps	\$74.50	12 months	\$894
	Unlimited	50 Mbps	20 Mbps	\$85.95	12 months	\$1031.40
	Unlimited	100 Mbps	40 Mbps	\$96.95	12 months	\$1163.40
	Unlimited	250 Mbps	25 Mbps	\$139.95	12months	\$1679.40

Billing

We will bill you in advance for the minimum monthly charge. Your first bill will include charges for part of the month from when the service was activated as well as the minimum monthly charge in advance for the next billing cycle.

Connection Charges

A once off New Development Charge (NDC) of \$300 will apply for all new services in areas where there is no pre-existing telecommunications infrastructure, this fee is levied by NBN Co and billed by us. A Subsequent Installation Charge of \$326.70 will apply for new services when NBN Co are required to activate an additional copper pair instead of transitioning an existing service at the same address.

Equipment & Cabling Requirements

We will deliver your service to the Network Boundary Point (NBP) at your premises. The location of the NBP depends on the technology type used to deliver the service. The cabling that is required in your premises beyond the NBP is your responsibility, as is the provision of a suitable 240V AC power outlet where required.

Routers we provide will be pre-configured to work with the service. You may use your own router provided it is compatible with our service, however you will be responsible for the configuration and management of the router.

Disconnection Requests & 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. The fee is calculated by multiplying the monthly charge by the number of months remaining in the contract term. You must provide 30 days' notice to us in writing to disconnect a service.

We Are Here To Help

If you have any questions call us on 1300 882 896 or visit www.comsource.com.au for additional information.