
Critical Information Summary

NBN 4G Backup

This document contains important information about your NBN 4G Backup service. It covers things like the minimum term and how much you need to pay each month.

Your plan is for a post-paid 4G mobile data service to be used with an NBN router to provide uninterrupted Internet access in the event of an NBN outage. To be eligible for this service you must have an NBN service with us and use the router we supply.

Pricing

The monthly charge for this service is \$47.85.

Minimum Term

The minimum term is 1 month.

Inclusions & Exclusions

The service includes 100 GB of data usage each month. Unused data expires each month.

No excess data usage charges apply.

We may suspend the service if we determine the SIM card is being used in a device other than the router we supply or in a manner that we deem excessive for a backup service. We will contact you before doing this.

Making voice calls using the SIM card in a mobile phone is not supported.

Billing

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

Equipment Requirements

To use this service you must use a router we supply.

We Are Here To Help

If you have any questions, feedback or complaints call us on 1300 882 896 or visit www.comsource.com.au.

We encourage you to always contact us first if you experience any problem or are unhappy. If you wish to contact the Telecommunications Industry Ombudsman (TIO) you can contact them on 1800 062 058 or online <http://www.tio.com.au/making-a-complaint>.