

**Critical Information Summary**

# NBN Internet Plans

This document contains important information about your Comsource NBN 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. 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 term is 1 month.

**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 Cost
	Unlimited	<b>25 Mbps</b>	10 Mbps	\$82.45	6 months	\$494.70
	Unlimited	<b>50 Mbps</b>	20 Mbps	\$104.45	6 months	\$626.70
	Unlimited	<b>100 Mbps</b>	40 Mbps	\$109.95	6 months	\$659.70
	Unlimited	<b>250 Mbps</b>	100 Mbps	\$109.95	6 months	\$659.70
	Unlimited	<b>500 Mbps</b>	200 Mbps	\$125.95	6 months	\$755.70
	Unlimited	<b>1000 Mbps</b>	400 Mbps	\$155.95	6 months	\$935.70

Prices include GST.

## **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.

## **Connection Charges**

A once off New Development Charge (NDC) of \$300 will apply for all new services connected to a location where there is no pre-existing 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.

## **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](http://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>.