

# Critical Information Summary

## National Broadband Network (NBN) UNLIMITED DATA PLANS

### Information about the service

An NBN service is a broadband internet service that is connected directly to the National Broadband Network. Connectivity can be delivered via FTTP or FTTN. FTTP is a fibre to the premises connection, FTTN is a fibre to the local node with the final connection to the premises delivered over the existing copper network.

NOTE: FTTN does not guarantee access speed per plan, it is a best endeavour delivery that can be affected by conditions such as distance from the node and the condition of the existing copper network.

NBN services are not available in all areas. A site qualification will need to be completed before order acceptance.

**Minimum Term: 36 Months**

### Information about pricing

All Pricing is Exclusive of GST

Access Speed Down Up To	Access Speed Upload To	Data Allowance	Min Monthly Cost	Minimum Cost over 36 Months	Metro Region	Standard Set-up Fee
25 Mbps	5 Mbps	Unlimited	\$97.99	\$3527.64		\$0.00
50 Mbps	20 Mbps	Unlimited	\$111.99	\$4031.64		\$0.00
100Mbps	40Mbps	Unlimited	\$139.99	\$5039.64		\$0.00
Access Speed Down Up To	Access Speed Upload To	Data Allowance	Min Monthly Cost	Minimum Cost over 36 Months	Regional	Standard Set-up Fee
25 Mbps	25 Mbps	Unlimited	\$125.99	\$4535.64		\$0.00
50 Mbps	20 Mbps	Unlimited	\$139.99	\$5039.64		\$0.00
100 Mbps	40 Mbps	Unlimited	\$167.99	\$6047.64		\$0.00

**New Development Charges:** Once off \$320 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

**New Copper Pair FTTN –** Once off \$320 payable if a new copper line is required for Fibre to the Node (FTTN). Standard set up applies when utilising existing PSTN.

### NBN – Voice

#### Monthly Service Charges

\$39.99	UNI-V Port Service – With Above Data Plan
\$19.00	Static IP Address – Minimum Quantity 6

You must inform us if you use equipment such as disability or medical services, a back-to-base alarm or other equipment which may require an uninterrupted line. Some equipment may require an alternate service or additional equipment.

Until the service has been successfully installed we cannot guarantee that the service can be installed at your address

You will need a compatible NBN modem to use multiple devices with this service

Up to two site visits may be required to install your NBN service

You must obtain permission from the building owner to have an NBN service installed

This summary does not include any additional value added services that you may select whilst you have this NBN plan

# Other Information

## Availability

Supply is subject to the NBN being available at your address.

## Installation

NBN Co will offer you a standard installation option. In some instances you may require a non-standard installation where your preferred option involves dangerous, difficult or unusual requirements or a situation outside general industry practice. In these circumstances solutions and fees will be discussed prior to taking any action. The definition of a standard installation may change over time at the discretion of NBN Co.

## Pricing

Information and pricing is correct at time of printing.

All pricing is exclusive of GST.

## Minimum Term

The minimum term is 36 months.

## Minimum Total Cost

The minimum total cost is calculated by adding the Access Speed Minimum Monthly Cost and Prepaid Data Plan Minimum Monthly Cost and multiplying by the minimum term.

## Early Termination Fee

Early termination fees apply to services that are cancelled within the contract period.

Early termination fees are calculated as the number of months remaining in the contract by the minimum total cost of the service.

## Usage information

You can monitor usage by logging in to [www.nexttelecom.com.au](http://www.nexttelecom.com.au) with your account username and password.

Usage alerts are communicated via email to the account contact at 80%, 90% and 100% usage.

## Billing

Billing is calculated monthly from the 1<sup>st</sup> of each month.

All access fees are billed 1 month in advance and usage is billed 1 month in arrears.

We are committed to reducing our environmental footprint, therefore billing is sent via email only.

## Payment Terms

Our trading terms are 14 days from receipt of invoice. Our payment options are listed on page 2 of our invoice.

## Customer Premise Equipment

Pricing does not include supply of equipment. Customers can request Next Telecom to supply suitable CPE at an additional cost.

## Contact Us

We are dedicated to excellence in servicing our business customers.

If you have any questions regarding your service, our customer service team is available 8:30am-5:00pm AEST Monday to Friday on 1300 00 6398.

## Complaints Handling

If for some reason you are not satisfied with the service you have received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction you can seek assistance from the Telecommunications Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with Next Telecom and should be used as an option of last resort.

You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.

## Full Terms

This is a summary only. Visit [www.nexttelecom.com.au/literature/61202/Terms\\_and\\_Conditions](http://www.nexttelecom.com.au/literature/61202/Terms_and_Conditions) for details of the terms and conditions with which we provide our services.



**Next Telecom Pty Ltd**  
ABN: 77 074 728 724  
E: [sales@nexttelecom.com.au](mailto:sales@nexttelecom.com.au)  
T: 1300 00 NEXT (6398)  
F: 1300 66 4447

**Sydney**  
Level 38, 100 Miller St  
North Sydney NSW 2060  
T: 02 8071 8100  
F: 02 8071 8150

**Melbourne**  
Suite 1414, 401 Docklands Dr  
Docklands VIC 3008  
T: 03 9981 0075  
F: 03 9981 0076

**Brisbane**  
Level 5, 320 Adelaide St  
Brisbane QLD 4000  
T: 07 3149 8200  
F: 07 3149 8250

**National Mail**  
P O Box 1196  
North Sydney NSW 2059

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