

INTERNET NBN PLANS CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION:

These plans are for fixed broadband services supplied using nbn™ networks and include unlimited broadband data allowance.

SERVICE AVAILABILITY:

The installation address for the service must be in an area serviced by NBN Co's fibre network. Availability for the service can be confirmed by emailing us at support@southcloud.online or by calling us on [1800 001 555](tel:1800001555).

EQUIPMENT REQUIRED:

You must have an NBN compatible modem for this service. SouthCloud® offers a choice of nbn compatible modems for this service. These modems are Wi-Fi enabled and will allow a connection to any wireless devices in your home. Or you can bring your own NBN compatible modem.

MINIMUM TERM:

This plan is available on a month-to-month.

INFORMATION ABOUT PRICING

PLAN CHARGES:

Plan	Maximum Download Speed	Typical Download Speed at Peak Time [^]	Monthly Charge	Included Data Allowance	Minimum Total Cost (1 month)
nbn Basic	12/1	<6 Mbps	\$79.95	Unlimited	\$442.95 including \$66.00 New Service Activation Fee, \$132.00 Standard Professional Installation Fee and \$165.00 Disconnection Fee
nbn Standard	25/5	15Mbps	\$89.95	Unlimited	\$452.95 including \$66.00 New Service Activation Fee, \$132.00 Standard Professional Installation Fee and \$165.00 Disconnection Fee
nbn Standard Plus	50/20	30 Mbps	\$99.95	Unlimited	\$462.95 including \$66.00 New Service Activation Fee, \$132.00 Standard Professional Installation Fee and \$165.00 Disconnection Fee
nbn Premium	100/40	40 Mbps	\$143.00	Unlimited	\$506.00 including \$66.00 New Service Activation Fee, \$132.00 Standard Professional Installation Fee and \$165.00 Disconnection Fee

MINIMUM UPFRONT CHARGES:

The minimum cost is based on you bringing your own modem and remaining for a one-month minimum contract period and where no New Connection Fee is applicable.

GST:

All prices and charges in this Summary are **inclusive of GST**.

NEW CONNECTION FEE:

If your premises is a new house or building on land that has never been connected to the NBN network, NBN may charge \$330.00 to connect your premises to its network. If applicable, we will bill that charge to you.

NBN sets this fixed charge and SouthCloud® is unable to discount the rate to its customers. The charge accounts for sending an NBN technician to the field to connect and provision the NBN service. This charge can be applied to a knockdown-rebuild, redevelopment, upgraded lead-in, or a site that is currently connected to an ADSL/NBN service but the service is not deemed acceptable to supply a good quality, reliable NBN service.

This charge does not include the cost to install cable, re-direct, or re-install conduit in a trench in order to connect from the NBN pit to your premises.

NEW SERVICE ACTIVATION FEE:

A one-off upfront \$66.00 NBN activation fee is required for all SouthCloud® NBN connected services.

This fee applies where your premises:

- transfers from an ADSL network to the NBN network, or
- is already connected to the NBN network and you change service provider to SouthCloud®.

This fee is charged by NBN to SouthCloud® and then passed onto you.

Hardware	Modem Cost only	Professional Installation Fee only	BYO Modem Configuration Fee	Modem Cost and Standard Professional Installation Fee
BYO modem	N/A	\$132.00	\$154.00	\$286.00
SouthCloud® modem	\$231.00	\$132.00	N/A	\$362.00

A standard professional install for a BYO modem involves a site attendance of a SouthCloud® employee to configure an existing unlocked BYO modem. It covers the basic connection and integration between the modem and the Customer's equipment and/or assisting to connect up to 5 Wi-fi devices. The fee does not include:

- networking beyond the modem to configure a Customer's private network, e.g. software or network integration with the modem;
- setup or supply of new equipment that has not been previously connected to the Customer's private network and/or installation of Customer's private equipment; or
- cabling, connecting or building a cable path beyond the designated network boundary of a building.

DISCONNECTION FEE:

A disconnection fee of \$165.00 applies if you exit your SouthCloud® NBN service within 12 months of connection.

PAYMENT:

The monthly charge is paid in advance. All charges must be paid by direct debit, credit card or manual payment plans approved by SouthCloud® Billing Team. Any manual payments will be collected via Stripe.

OTHER INFORMATION

NBN SPEEDS:

Regardless of the NBN technology type connected at your address, the actual speed of your service will often be slower than the maximum line speed.

All SouthCloud® NBN speeds are stated with the maximum download speed followed by the maximum upload speed, for example, 12/1 means a maximum download speed of 12 Mbps and a maximum upload speed of 1 Mbps.

The maximum line speeds are not guaranteed or available at all times. During peak evening periods of 7pm-10pm you can expect to have typical download speeds of:

- less than 6 Mbps on the Basic service
- 15 Mbps on the Standard service
- 30 Mbps on the Standard Plus service and
- 40 Mbps on the Premium service.

MODEM AND INSTALLATION:

If you request SouthCloud® to install and configure your modem, a professional install fee will apply. A non-standard installation may incur separate charges, which we will quote before undertaking the installation.

Service speeds will vary due to a range of factors including congestion on the NBN network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location.

SUPPORT:

All SouthCloud® NBN services come with back up support from SouthCloud® representatives deployed to the field or online by SouthCloud®. They come with many years of experience should you ever need it. And it's all local to you.

FULL TERMS:

This information is a summary only. Visit www.southcloud.online for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

USAGE INFORMATION:

You can obtain information on your broadband usage by contacting customer support via [1800 001 555](tel:1800001555).

CUSTOMER SERVICE CONTACT DETAILS:

We are dedicated to excellence in servicing our customers. You can contact SouthCloud® Customer Support for support or billing assistance by emailing us at support@southcloud.online or by calling [1800 001 555](tel:1800001555).

DISPUTE RESOLUTION PROCESS:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at www.southcloud.online.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling [1800 062 058](tel:1800062058) or visiting the TIO website at www.tio.com.au/making-a-complaint.

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