

Critical Information Summary – BTC Broadband Bundle

INFORMATION ABOUT THE SERVICE

Your Plan gives you access to a Broadband service provided via either ADSL1 or ADSL2+ technology.

ADSL is a high-speed broadband internet service which shares your existing telephone lines and allows you to use your phone or fax line while you're on the internet.

Hardware

You need a gateway to use your broadband service.

We will provide a new NBN/ADSL gateway as part of the service activation fee of \$225.00 (ex GST).

If you choose to supply your own gateway you will need to ensure your device meets the International Telecommunication Union (ITU) standard for ADSL. To confirm this you should check that the device packaging references either ADSL2+: G.992.5 (Annex A) for ADSL2+ services, or ADSL: G.992.1 (Annex A) for ADSL services.

What's included

Fixed Phone

Your BTC Broadband Bundle Plan includes -

National calls are only included on the Medium, Large and Unlimited plans.

What's not included

Calls from your Fixed Phone aren't included with your Plan and you need to pay us for these separately.

This includes national calls, calls to mobiles, international calls or calls to and from premium service numbers (including 1900 and 0055 numbers), MessageBank retrieval and calls to 13 and 1300 numbers.

Minimum Term

24 months.

You can move to another available broadband plan once per billing cycle as your needs change at no charge and without restarting your minimum term.

If you cancel your service or port the number away to another carrier within the contract period, you will be charged an early termination fee. Early termination fee is calculated at the current monthly rate x remaining months.

Information About Pricing

Monthly charges

Plan	Monthly Fee	Total Minimum cost
Small	\$120	\$3105 (including service activation fee)
Medium	\$140	\$3585 (including service activation fee)
Large	\$150	\$3825 (including service activation fee)
Unlimited	\$180	\$4545 (including service activation fee)

Monthly Data Allowance

Plan	Monthly Data Allowance	Excess data
Small	100GB	Extra Data: Once a service is shaped to 256kbps
Medium	200GB	Extra Data: Once a service is shaped to 256kbps
Large	500GB	Extra Data: Once a service is shaped to 256kbps
Unlimited	Unlimited	Not Applicable

Data usage is counted in both directions and expires on the service anniversary date (this will be the monthly anniversary date from when the service is provisioned, this is the date when the data inclusion is renewed each month).

1 GB (Gigabyte) = 1,000 MB (Megabytes).



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Set up and installation fees

Fixed Phone

If a technician is required to connect your Fixed Phone, the following connection fees apply:

- telephone line with a technician visit \$125;
- new telephone line connection and/or cabling work \$299.

Separate charges apply for each additional connection point at the same property and for more complex connections.

Set up and installation fees

For new fixed broadband customers a \$225 activation fee applies to get you up and running.

You can usually self-install your broadband service at no charge.

Occasionally, we may need to visit your premises to install your service, such as when:

- you have a PABX or complex phone service
- you have more than 4 phone outlets on the same phone line
- your phone line has a central splitter
- your phone line is used for a back-to-base-alarm system
- you require additional outlets.

If we need to visit your premises to install your broadband service, we will charge you a once-off Standard Professional Installation Fee of \$225 which includes us preparing your broadband service for installation

and connecting your router to the broadband service and one computer.

You may be charged more than this for a non-standard installation, but we will provide you with a quote for the work before it's carried out.

Data charges

Data charges are based on how much data you use when you access the internet.

If you use more than your Monthly Data Allowance, you'll be charged \$0.03 per MB, up to a maximum of \$300 per month.

Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

OTHER INFORMATION

Broadband speeds

- On ADSL1, download speeds are up to a maximum of 8Mbps.
- On ADSL2+, download speeds are up to a maximum of 20Mbps.
- Actual speeds vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic.
- About 50% of customers in ADSL2+ areas will have access speeds around 10Mbps or more and about 70% of ADSL customers in ADSL1 areas will have access speeds around 6Mbps or more.

Transferring to the National Broadband Network (NBN)

Your Plan term could overlap with the rollout of the NBN.

If you wish to transfer to the NBN with Business Technology Centre, please contact us.

If you don't wish to transfer to the NBN we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the NBN, when we'll cancel your service and your access to existing networks.

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your Plan part way through a billing period.

Your monthly bill generated at the beginning of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

Important information about your first bill

When you first start a plan or change your Plan part way through a billing period, your first bill will include your minimum monthly charge in advance.

It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

Manage your service online

We will provide you access to our Customer Portal to view your bills online 24 hours a day, 7 days a week.

Support

Support is available during business hours - 8:30 am to 5:00 pm Monday to Friday (excluding public holidays).

If you have a fault with your broadband service, please restart your modem prior to contacting us.

Once you have restarted your modem, and your service is still not working, please contact us on 0747595000 or email support@businesstc.com.au.

Please note: if we find that the fault is with your equipment, fee for service rates will apply.

Our fee for service rates can be found here. businesstc.com/ffs

Complaints.

All complaints are to be sent to accounts@businesstc.com.au.

We will respond to your complaint within 7 working days.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058.