

INFORMATION ABOUT THE SERVICE

Your Plan gives you access to a Broadband service provided via the National Broadband Network (NBN).

Availability

NBN services may not be available in all areas. While we perform, preliminary qualification checks upfront for broadband service availability, the type of service offered may be subject to further qualification checks to determine what is available at your location. If we are unable to connect your broadband service, you will be notified and you may cancel your order free of charge.

Your new BTCNBN service can only be used at a single location. We can provide you with additional BTCNBN plans if you would like to connect additional services to other locations where the NBN is available.

Hardware

You need a NBN compatible gateway to use your BTCNBN service.

- An NBN Gateway is provided as part of the activation of your service. Service Activation fee = \$247.50 inclusive of GST.
- Alternatively you may be able to use your own (BYO) gateway, provided it's compatible. If you provide your own NBN Gateway the Service Activation Fee will be \$192.50 inclusive of GST

Minimum term -24 months

You can move to another available BTCNBN 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

NBN Lite Plans (FTTP/FTTN/FTTB)

Plan	25/5	50/40	100/40
Monthly fee	\$99 inc GST	\$110 inc GST	\$165 inc GST
Monthly data allowance	Unlimited	Unlimited	Unlimited
Total minimum cost	\$2623.50 inclusive of GST (including service activation fee with NBN Gateway)	\$2887.50 inclusive of GST (including service activation fee with NBN Gateway)	\$4207.50 inclusive of GST (including service activation fee with NBN Gateway)

NBN Premium Plans (FTTP/FTTN/FTTB)

Plan	25/5	50/40	100/40
Monthly fee	\$110 inc GST	\$165 inc GST	\$192.50 inc GST
Monthly data allowance	Unlimited	Unlimited	Unlimited
Total minimum cost	\$2887.50 inclusive of GST (including service activation fee with NBN Gateway)	\$4207.50 inclusive of GST (including service activation fee with NBN Gateway)	\$4867.50 inclusive of GST (including service activation fee with NBN Gateway)

Other Information

Set up and installation fees

For new BTCNBN services a \$247.50 inclusive of GST activation fee applies to get you up and running.

If you're in a new development and not already connected to the NBN, NBN Co may charge \$330 inclusive of GST to connect your premises to the NBN. If applicable, we will bill that charge to you.

You may need up to two or more installation appointments to get your services up and running, one with us and one with NBN Co.

A standard installation of the NBN is included and your booking will be managed by us.

We'll confirm your NBN Co installation appointment as soon as possible and inform you if re-scheduling is required.

If you require a Professional Installation for your BTCNBN service the fee will be charged at fee for service rates of \$82.50 inclusive of GST

visit fee and \$82.50 inclusive of GST per half hour of labour.

Installation fees

There are no setup fees unless we are required to visit site to assist you remotely to setup your equipment.

Please refer to our fee for services rates located at <https://businessstc.com/ffs>

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..

Manage your service online

We will provide you access to our Customer Portal: <http://customer.businessstc.com> 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 emailsupport@businessstc.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. businessstc.com/ffs

Complaints.

You can lodge a complaint by emailing accounts@businessstc.com.au or calling 07 4759 5000

We will respond to your complaint with a reference number for your complaint and will aim to resolve your complaint within 7 working days.

We will respond within 2 working days for all Urgent complaints.

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.