

O2 COMMUNICATIONS - NBN

Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

	NBN Basic	NBN Premium	NBN Ultimate
Monthly Charge	\$ 90.00	\$ 110.00	\$ 130.00
Monthly Data Allowance	Unlimited Upload and Downloads, subject to Fair Use Policy		
Service set up and Modem Fee Month to Month	\$ 299.00		
Service set up and Modem Fee 36 Month Term	\$ 00.00		
What’s Included	A broadband service on the NBN network available at your premises, a dynamic IPV4 address and a pre-configured modem		
What’s Not Included	A call allowance. An optional voice service is available. A handset is not included. See below for details		
Relocation Fees	If you relocate your service whilst under contract, you will be charged a once-off relocation fee of \$250. Your service contract will renew at the new premise for a further 36 months. You will not be charged an Early Termination Fee under this circumstance. In the event NBN is not available at your new premise, you will be charged the full Early Termination Fee.		
Plan Change Charges	If you reduce the speed of your plan, we will charge you \$20. If you increase the speed of your plan, we will not charge you.		
Maximum Early Termination Charges	If you cancel your Business NBN service, or it is disconnected, Early Termination Fees (ETF) are applicable. This fee is calculated as your monthly access fee, combined with any add-on features, multiplied by the months remaining in your termed contract		
Minimum Cost			
Month to Month	\$ 389.00	\$ 409.00	\$ 429.00
36 months term	\$ 3,539.00	\$ 4,259.00	\$ 4,979.00

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Information about the service

Service availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s).

Broadband speeds

An NBN service can never go faster than the maximum line speed available at your home, so for FTTN/B/C customers we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Broadband speeds vary due to several factors, including:

- Type of technology available at your address
- Any NBN™ Speed Add-ons you may have purchased
- Network capacity
- Set up at your site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than
- Ethernet cable
- Your hardware and software configuration
- The source and type of content downloaded
- The number of users and performance of interconnecting infrastructure not operated by o2 Communications.

	NBN Basic	NBN Premium	NBN Ultimate
Typical Minimum Evening Speeds (7pm-11pm)	20 Mbps Download 4 Mbps Upload	40 Mbps Download 15 Mbps Upload	80 Mbps Download 30 Mbps Upload
Typical Minimum Speeds Outside 7pm-11pm	22 Mbps Download 4 Mbps Upload	44 Mbps Download 17 Mbps Upload	90 Mbps Download 35 Mbps Upload

Actual throughput speeds may vary due to many factors including type/source of content being downloaded, hardware/software configuration, type of NBN technology, the number of simultaneous users on the network and the performance of interconnecting infrastructure not operated by o2 Communications. Devices connected by Wi-Fi may experience slower speeds than those connected by a cable. Important information regarding speeds can be found at <http://www.o2communications.com.au>. If your NBN service does not allow you to properly benefit from your speed tier, we will provide you with your maximum line speed, once it is available, along with alternative options. Options may include a price reduction or a release from your contract without penalty.

For further information, go to www.o2communications.com.au to check what NBN technology is available at your address visit www.nbnco.com.au

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Hardware

We will provide you with a Modem that supports voice services. We recommend you consider additional security options to suit your network environment and business needs. As no service can provide a guaranteed 100% up time, we recommend that you maintain an alternate service as a backup if your NBN service is critical to your business.

Other charges

In addition to the monthly charge, you may pay the following connection, equipment and installation charges:

- Standard Professional Installation: \$299.00 if a technician visits your premises.
- Connecting to the NBN network: NBNCo charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
- Non- standard installations: Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points may be charged by NBNCo, we will endeavour to advise you of these in advance. These charges will be billed on your invoice.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Changing your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC). However, if you cancel within your 36-month minimum term, an ETC as stated in the plan table above will apply.

Moving to the NBN network

Your contract could overlap with the rollout of the NBN network. Contact us if you wish to transfer to o2 Communications on the NBN network. If you don't, we'll continue to provide your service up until the date on which your current service is disconnected as required by law. We will endeavour to contact you to advise you of the disconnect date of your existing non NBN service, however it is your responsibility to ensure you take action to ensure you have a service after the current service is disconnected. During the provisioning and installation processes, you may receive a number of messages from ourselves and NBNCo, it is important that you respond to these messages if asked to, as failure to do so may result in a delay to the installation of your service. Someone over the age of 18 must be present at the premises during the installation of your service. Whilst we endeavour to reduce any time without a service to the minimum, some period without a service may occur as a consequence of events beyond our control.

NBN satisfaction guarantee

If you are moving to the NBN network for the first time and you're not happy with your NBN services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your NBN services without penalty.

How can I check and manage my usage?

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The NBN service has unlimited upload and downloads (subject to fair use policy), To register and obtain credentials to our online customer portal Selfcare, please call us on 1300 966 642.

OPTIONAL VOICE SERVICE PLAN Information about the service

An optional Voice Service Plan is available with the NBN service. This Voice Service does not include a handset. Handsets are available from o2 Communications at an additional cost.

Optional Voice Service Plan	Monthly Access Fee	Local Calls	National Calls	Calls to Mobiles	Calls to 13/1300
PAYG Voice	\$ 20.00	\$ 0.22 per call	\$ 0.30 per minute	\$ 0.30 per minute	\$ 0.40 per call
Unlimited Voice	\$ 60.00	Unlimited	Unlimited	Unlimited	\$ 0.40 per call

Subject to Fair Use Policy

Not for use by call centres, telemarketers, auto diallers or other robots.

Your Voice Service is on a month-to-month plan, if you cancel a month to month contract, we will disconnect the service at the conclusion of the month in which you cancel the service and cease billing for that service. If you cancel your NBN Service, your Voice Service will also be cancelled.

The Minimum Charge for the NBN Service and the Voice Service combined will increase by the value of the Voice Plan you select.

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Visit www.o2communications.com.au or call **1300 966 642** for our support options.

Complaints

If there's something you're not happy with and you wish to make a complaint, call **1300 966 642**. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.



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This is a summary only. The full legal terms for this plan are available at <https://o2communications.com.au> which also contains other important documents which you should read.