



## CRITICAL INFORMATION SUMMARY – NBN BROADBAND 25/5

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

### INFORMATION ABOUT THE SERVICE

The NBN Fibre service is a broadband internet service which uses the NBN Optical Fibre Access Network to deliver internet connectivity at the Network Boundary Point at your premises. Your business grade NBN service includes a Static IP, Reverse DNS and has a 99.999% Service Level Agreement.

### REQUIREMENTS AND AVAILABILITY

The NBN Fibre service is only available within an NBN Fibre ready service area. NBN Fibre availability can be checked using the online coverage checker at: <https://www.besttelecom.group/nbn>. Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges. You will require an NBN-compatible router to connect your NBN Fibre Broadband service.

### MINIMUM TERM

12, 24, 36, 48 or 60 Months. When you are including a mobile phone plan the minimum term is 24 months for all products. All Bartercard contracts are automatically renewed at the end of their current contract for the same contract period again, i.e. if you have a 24 month contract, at the end of that period you have not advised Best Telecom Group to the contrary your contract will be renewed for a further 24 month period.

### KEY DETAILS

The Bartercard \$100 Unlimited NBN Fibre plan includes unlimited MB of data. The service will have a maximum speed of 25/5 Mbps, measured as download speed/upload speed.

### HARDWARE

A standard wireless Router is supplied as part of your Activation Fee. A delivery fee of \$25 applies.

### INFORMATION ABOUT PRICING

#### MINIMUM MONTHLY CHARGE

T\$100 when bundled with one of our Bartercard Phone plans, or if standalone with 50/50 split of Bartercard and Cash. The Bartercard component is paid in advance at the start of the contract for the entire contract period. The cash component is charged monthly in advance and is debited from a credit card or bank account at the beginning of the month once the monthly invoice has been issued. It is mandatory that all Bartercard customers have automatic payment arrangements in place from a Bank Account or Credit Card. Payments from a credit card incur a processing fee, depending on the card type, per <https://www.besttelecom.group>.

#### ACTIVATION FEE

\$299 and includes a standard wireless router. A delivery fee of \$25 applies.

#### MINIMUM TOTAL COST

\$1634

#### DISCONNECTION CHARGE

A \$110 disconnect charge applies when cancelling the service.

#### EARLY TERMINATION CHARGE

You can cancel your NBN plan at any time. If you cancel your Bartercard \$100 Unlimited NBN plan before your minimum contract term ends, you will forfeit any Bartercard trade dollars paid for the contract term & a cash component for the remaining months of the contract becomes payable i.e. if you still have 6 months remaining cash component payable would be 6 x \$100.00 total \$600.00. A calendar months' notice period is required to cancel any plan.

#### COST OF 1MB OF DATA WITHIN AUSTRALIA

\$0/MB within the included value. Excess data usage: 0c/MB.



## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit <https://besttelecom.group/terms-conditions/> for our Standard Form of Agreement.

### MANAGE YOUR SERVICE ONLINE VIA OUR MEMBERS AREA

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information at <https://client.besttelecom.group> – great for budgeting and end of financial year reporting. To register, please call us on 1800-792-151.

### BILLING

The pricing 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 – refer to the '**Important information about your first bill**' section below for more information.

#### 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 the appropriate proportion of your minimum monthly charge based on the number of days left in the billing period.

To opt-in to receiving electronic billing, request an email bill and/or set up direct debit please call us on 1800-792-151.

### WE'RE HERE TO HELP

If you have questions about your bill, technical support service or connection, please call us on 1800-792-151.

#### Complaints or disputes

If you need to make a complaint you can:

- call 1800-792-151
- call your account representative if you have one
- visit <https://www.besttelecom.group>

#### 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. For full contact information go online at <http://www.tio.com.au/about-us/contact-us>