



Critical Information Summary – nbn™ small business broadband (100Mbps/40Mbps Unlimited GB)

Service to be provided: Uses NBNSCo infrastructure to deliver broadband to your premises.

Minimum monthly Charge: \$89.00

Maximum monthly Charge: \$89.00

Early termination Max Charge: \$0.00

Minimum term applicable: 1 Month

Information about the service

What is the service?

Acuity Communications's nbn™ broadband service uses NBNSCo infrastructure (eg. fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver broadband to your premises. This service provides typical busy period download speeds of 86 Mbps for fixed line services.

Plans above 250/100Mbps will be shaped to 250Mbps down between 6pm and 12am.

Where is it available?

This service is available anywhere where nbn has been rolled out - for more details please visit our website at www.Acuitycommunications.com.au/small-business/nbn-plans/

What do I need to access the service?

Where applicable, NBNSCo will need to install equipment on the outside and inside (near a power point) of your premises.

You will also need an NBN-ready modem/router (see "equipment fees" on next page). FTTC customers only will also need an NBN network connection device provided free of charge by NBNSCo.

Important note for FTTN and FTTC customers:
Your copper phone line will be taken over by the connection.

This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection. You may find that all the phone sockets within your premises are disabled.

We strongly recommend having a second line installed as a safety net for businesses during changeover.

Minimum term of the service

This service is month-to-month with no fixed term.

What is included?

Features of this service include:

- No excess usage
- Static IP address
- Priority ticket handling from our support team

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your phone or any of our bolt-on features

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff.
- You breach our terms and conditions or our fair use policy, available at acuitycommunications.com.au/legal.

Information about pricing

Monthly charges

Data amount (downloads and uploads)	Unlimited GB
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Average peak hour download speed (if known)	43 Mbps
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Monthly charge	\$89.00
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Total minimum price	\$89.00
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Unit cost of 1GB of data	N/A
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Excess usage

There are no excess usage charges.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from Acuity Communications, but we can provide one if you prefer: modem/router cost is \$149 plus postage, router mesh options from \$249 to \$499 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post if you have also ordered a router mesh option.

New development fee

The NBNCo may charge a \$300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

Other possible costs

If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

You can change your plan at any time for a \$15 fee.

If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor.

Exit fee

There are no exit fees for this service.

Other information

If upgrading your plan before the end of your monthly you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rata refunds on plan downgrades.

Usage

You can check your usage by calling out support team on 1300 958 339

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 958 339. Our support hours are constantly expanding — please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.Acuitycommunications.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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