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business
NBN

critical information summary for your 100/40Mbps 30GB NBN plan

Information About The Service

The service:

The Cloud Telecom 100/40 Mbps 30GB NBN plan is an internet service provided over the National Broadband Network (NBN) and is available in NBN enabled areas.

Mandatory components:

You will require an NBN compatible modem/router for this service.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

Key Details:

The Cloud Telecom 100/40 Mbps 100GB plan includes 30GB of data, interface speeds* of up to 30Mbps* download & 40Mbps* upload, and Enhanced Service Level Agreements (SLAs).

Your data allowance includes uploads and downloads. Your unused data allowance expires monthly. If you use all of your included data within a billing cycle, the speed will be limited to 256kbps until the next billing cycle commences.

*Interface speeds refer to the speed to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Standard Installation Requirements:

Standard Installation is included with your plan and is provided to the first telephone point in your premises. An NBN suitable modem will be required and can be purchased separately. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a Fibre to the Business service, you will not be able to move back to a copper service.

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Information About Pricing

Minimum monthly charge:

NBN Interface Speed	100/40 Mbps			
Monthly included allowance	**30 GB**	100 GB	200 GB	1,200 GB
Minimum monthly charge 24 month contract	**$94.95**	$109.95	$119.95	$129.95
Minimum charge for entire term	**$2278.80**	$2638.80	$2878.80	$3118.80

Maximum monthly charge:

All our NBN services are shaped. The maximum monthly charge is the same as the minimum monthly charge detailed in the table above.

Early termination charges:

If you cancel a service or transfer a service away prior to the end of your contract term you will incur an early termination charge of $330 per service.

Unit Pricing Information:

NBN Interface Speed	100/40 Mbps			
Monthly included allowance	**30 GB**	100 GB	200 GB	1,200 GB
Cost of using 1GB incl. in allowance	**$3.17**	$1.10	$0.60	$0.11

Other Information

Usage information:

You can monitor your usage at https://customerportal.utilibill.com.au/cloudtelecom/ or by calling us on 1800 358 339

Service Details:

This Cloud Telecom NBN service is provided using the NBN Co network. Cloud Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1800 358 339.

You can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: http://www.tio.com.au/making-a-complaint

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