

## Critical Information Summary for your NBN™ Unlimited Business Plan

### Information about the Service

#### SERVICE DESCRIPTION

The Cloud Telecom NBN™ Unlimited Business Plan is an internet service provided over the National Broadband Network (NBN™) and is available in NBN™ enabled areas.

#### HARDWARE REQUIREMENT

You will require an NBN compatible modem/router for this service. A router is provided free of charge on a 24 month plan.

#### KEY DETAILS

This service is provided on a 24 month contract.

Your NBN™ plan includes XL or XXL speed plans. These have a typical business hours (9am – 5pm) download speed of 44Mbps and 88Mbps respectively.

\*Interface speeds refer to the speed of the technology installed at your 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.

In the case of NBN connections delivered using FTTN (fibre to the node) technology the distance you are from the node will affect maximum available speeds.

#### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in your premises. 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 an NBN service, you will not be able to move back to a copper service.

### Information about pricing

#### MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

Plan	XL Unlimited	XXL Unlimited
Typical Business Hours Speed	44Mbps	88Mbps
Monthly Charge	\$89.95	\$99.95
Postage & Handling Charge	\$14.95	\$14.95
Included Data	Unlimited	Unlimited
Contract Term	24 months	24 months
Minimum Charge	\$2,173.75	\$2,413.75

#### INSTALLATION CHARGES

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply.

If NBN Co deem your property to be a new development, the NBN New Development charge of \$300 inc GST will apply.

#### PLAN CHANGE FEES

No charges apply to increase or decrease your monthly included data allowance. A one-off fee of \$25 applies each time you wish to increase or decrease your NBN speed.

#### MODEM CHARGE

An upgraded NBN ready modem is provided free of charge on this plan. A postage and handling charge of \$14.95 applies per device.

#### EARLY TERMINATION CHARGE

If you cancel the service within the 24 month contract term, Early Termination Fees (ETF) will apply. The ETF is \$220 per NBN service.

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The NBN modem that is provided as part of this plan must be returned to Cloud Telecom. A \$199.00 charge will apply if the modem is not returned within 30 days of your service being cancelled.

## Other Information

### USAGE INFORMATION

You can monitor your usage at <http://www.cloudtelecom.com.au> > My Account 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.

### BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$3.30 applies to printed bills.

**IMPORTANT:** Billing for your NBN service will commence from the day that the NBN activation is completed by NBN™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

### BROADBAND SPEEDS

Actual speeds you will receive will vary due to a number of factors such as 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. We offer

### WE ARE HERE TO HELP

If you have any questions, just call us on 1800 358 339 so we can serve you better. Or you can visit us at [www.cloudtelecom.com.au](http://www.cloudtelecom.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.cloudtelecom.com.au/policies](http://www.cloudtelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

### SPEND MANAGEMENT

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/cloudtelecom/>

For instructions on how to access the member portal please check out the relevant article on our knowledgebase at <http://www.cloudtelecom.com.au/support>