



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM NBN Broadband provides asymmetrical high speed internet access via the National Broadband Network. The service comes with a static IP address (opt-in) and unlimited data allowance each month.

SERVICE INSTALLATION

Standard installation is included if the service is to be connected in an existing developed area. Additional charges may apply if your service installation is deemed to be non-standard. NBN Co will deliver your service to the Network Boundary Point at your premises. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. NBN Co may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings, which will appear on your first bill. If you choose to install a second service at the same premises, you will be charged \$297.

IMPORTANT CONDITIONS REGARDING SPEED

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 speeds will be affected by many external factors which include the type of NBN technology used to deliver the service, 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.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEES

	BASIC 25/10	STARTER 50/20	ESSENTIAL 100/40	FAST 500/50	SUPER 750/50	ULTRA 1000/100	HYPER 2000/200	HYPER HFC 2000/100	FAST MAX 250/100	SUPER MAX 500/200	ULTRA MAX 1000/400	HYPER MAX 2000/500
MONTHLY ACCESS FEE	\$60	\$75	\$85	\$85	\$90	\$100	\$150	\$150	\$85	\$105	\$125	\$190
NBN Technology	HFC FTTP FTTB/C/N	HFC FTTP FTTB/C/N	HFC FTTP FTTB/C/N	FTTP HFC	FTTP HFC	FTTP HFC	FTTP	HFC	FTTP HFC	FTTP	FTTP	FTTP
INCLUDED DATA *	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
MAX DOWNLOAD	25Mbps	50Mbps	100Mbps	500Mbps	750Mbps	1000Mbps	2000Mbps	2000Mbps	250Mbps	500Mbps	1000Mbps	2000Mbps
TYPICAL BH SPEED **	24Mbps	48Mbps	96Mbps	TBA***	TBA***	TBA***	TBA***	TBA***	243Mbps	405Mbps	860Mbps	TBA***
MAX UPLOAD	10Mbps	20Mbps	40Mbps	50Mbps	50Mbps	100Mbps	200Mbps	100Mbps	100Mbps	200Mbps	400Mbps	500Mbps
TERM	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month
Enhanced-12 nbn eSLA			\$5 p/MO						Included			
Enhanced-4 nbn eSLA									\$10 p/MO	Included	Included	Included

* Subject to UCOM's Acceptable Use Policy. ** Typical BH (business hours) speed measures network speed to customer premises based on results from Measuring Broadband Australia. It is not a measure of customers' received in-premises speed. *** A new nbn service with insufficient usage to determine Typical BH speed. To be updated once data becomes available.

MINIMUM TERM, SET UP FEES and MINIMUM TOTAL COST

Minimum Term - One (1) Month. Set-Up Fee - \$0. Minimum total cost: \$60.

CANCELLATIONS and PLAN CHANGES

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. You can upgrade or downgrade the plan at any time (subject to service availability). Any changes will take effect from the beginning of the following billing period.

nbn FIBRE UPGRADE

BusinessCo will facilitate upgrades to Fibre to the Premises (FTTP) connection technology for eligible Fibre to the Node (FTTN) and Fibre to the Curb (FTTC) premises through nbn's Fibre Connect Program. Our role is to schedule and manage the appointments with nbn. Please note that any matters relating directly to the installation are managed by nbn. Please contact our Customer Care Team on 1800 008 266 for further details.

SERVICE AVAILABILITY

The service is subject to NBN availability at your premises. To check availability please contact our Customer Service Team on 1800 008 266.

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

EQUIPMENT REQUIREMENT

You will require a suitable NBN compatible modem/router for the service to work. If required, we can supply you with the required modem/router at an additional cost. Please note that **your modem/router and internal cabling must be capable of transmitting data at your selected NBN speed in order to take full advantage of the service.** Please contact us on 1800 008 266 for further information.

OTHER INFORMATION

BILLING

We will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by **prior arrangement only**.

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit www.ucom.com.au/policies-legal

CONTACT US

UCOM is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call 1800 008 266. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.ucom.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by us to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with UCOM and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.