

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

The Next Business Telecom "Base" 12/1 mbps Unlimited NBN Plan is an internet service. This plan is available for both residential and business consumers.

What's Included?

You will be supplied Unlimited NBN Data with up to 12 mbps download speed and 1 mbps upload speed. If you have opted to purchase a modem from us, we will supply you with an NBN Ready pre-configured Wi-Fi Modem.

Minimum Term

This plan is on a 12-month contract term.

INFORMATION ABOUT PRICING

How much will I pay?

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|----------------------------|----------|
| Minimum Monthly Access Fee | \$59.00 |
| Setup Fee | \$0.00 |
| Modem Fee | \$129.00 |
| Postage & Handling | \$20.00 |
| Total Minimum Cost | \$857.00 |

Maximum Monthly Charge

The maximum monthly charge is \$59.

Early Termination Charge

If your service is cancelled within the contract term, the Early Termination Fee (ETF) will apply. The ETF is \$99 per service.

Internet Charges

The plan includes unlimited data which is subject to our Fair Use Policy.

OTHER INFORMATION

Usage Information

Information regarding call usage may be obtained via the 'My Bill' Portal, link provided below. Alternatively, you may contact our dedicated Customer Care Team who will be happy to assist with your enquiry.

www.nbtelecom.com.au/mybill

Other Fees and Charges

| | |
|----------------------------|------------------|
| Late Payment Fee | \$22 |
| Paper Bill Charge | \$2.95 per month |
| Non-Direct Debit Surcharge | \$3.95 per month |
| Cheque Processing Fee | \$3.95 |

Customer Care Contact Details

| | |
|--------------------|--|
| Hours of Operation | Monday to Friday 8:30AM – 5:00PM |
| Phone | 1300 788 029 |
| Fax | 1300 785 041 |
| Email | customerservice@nbtelecom.com.au complaints@nbtelecom.com.au |
| Post | Next Business Telecom GPO Box 774 Melbourne VIC 3001 |

Refund Policy

If you place an order with Next Business Telecom and cancel due to change of mind, no refund will be provided if your order has been submitted and is "in-progress" with the carrier.

An order is deemed "in-progress", once we notify you that the payment has been processed.

Complaint Handling Policy

Information regarding the Next Business Telecom Complaint Handling policy may be accessed on our website via

http://www.nbtelecom.com.au/documents/NBT_Complaint_Handling_Policy.pdf

Next Business Telecom strives to deliver the highest quality customer experience at all times. Should we be unable to resolve your complaint to your satisfaction, you may refer to the Telecommunications Industry Ombudsman (TIO) for further assistance, after you have spoken with us, by phone on 1800 062 058. For full contact information, visit www.tio.com.au/about-us/contact-us