

### **Critical Information Summary – nbn™ small business broadband (25Mbps/5Mbps Unlimited GB)**

#### Information about the service

##### **What is the service?**

nbn™ broadband from IT Sales and Services uses NBNSCo infrastructure (such as fibre to the premises, HFC, fibre to the curb, or fibre to the node) to provide internet access at your home. This service offers fixed-line speeds of up to 25 Mbps during peak hours.

##### **Where is it available?**

It's possible to use this service in any area where nbn has been deployed.

##### **What do I need to access the service?**

- Where applicable, NBNSCo will have to install equipment on the outside and inside of your house (close to a power outlet).
- If you're not on the NBN, you'll also need an NBN-ready modem/router (see "equipment fees" on next page).
- Customers who only use the National Broadband Network's FTTC service will also require an NBN network connection device, which is supplied by NBNSCo for free.

##### **Important note for FTTN and FTTC customers:**

The connection takes over your copper phone line. This implies that you'll need to switch to an IP phone service (internet-based phone) or lose your current landline connection, as the copper wire will be switched off.

You may discover that all of the phone jacks in your building or premise are disabled.

During the move to a new phone system, we advise that you have a second line set up as a safety net for companies.

##### **What is included?**

Features of this service including the following:

- No excess usage charges
- Static I.P address
- Service desk support from IT Sales and Services

## Qualifications

Please note that we reserve the right to cancel or restrict your service if:

- Your bill is overdue or unpaid.
- You abuse IT Sales and Services staff.
- You breach our IT Sales and Services terms and conditions and/or fair use policy.

## Information about pricing

### Monthly charges

Data amount (downloads and uploads)	Unlimited GB
Average peak hour download speed (if known)	25 Mbps
Monthly charge	\$88.00
Total minimum price	\$88.00
Unit cost of 1GB of data	N/A

### Excess usage

There are no excess usage charges.

### Set-up fee

There are no setup fees for this service.

### Equipment fees

You aren't required to buy an IT Sales and Services modem/router, however we can send one over for a fee: the modem/router is \$160 plus shipping, while router mesh solutions range from \$249 to \$499 plus shipping. If you choose a router mesh option you also need to purchase a modem/router.

### NBNCo New Development fee

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

## Potential other costs

- If you want to attach your internet connection with a phone plan or any of our bolt-on extras, your monthly charges may vary. Please see the relevant critical information summary for full terms and conditions on a phone service, as well as details on bolt-on features, and talk to one of our representatives.
- You are free to alter your plan at any time with no penalty. If you want to change your plan before the end of your monthly billing cycle, you will need to pay the difference between your existing plan and the new one. Please note that we do not provide pro-rated refunds on plan downgrades.
- It is your duty to have any necessary cabling properly installed by a certified contractor.

## Exit fee

There are zero exit fees for this particular service.

## Other Information

### Customer Service

We have a staff of Australian professionals who can assist you with any technical support, account, or sales queries. Head to our website at <https://www.itsalesandservices.com.au/> to view our business hours and contact details.

### Complaints

If you have a complaint or dispute, please call our team on (02) 8847 1618 and ask for the Resolutions team.

### Ombudsman

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint) to resolve any issues.

### IT Sales and Services

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