

# Critical Information Summary - NBN

## Service Availability

Service is not available to all areas. The type of service offered may need further qualification checks to determine what's available at your location.

## NBN speeds

NBN speeds vary due to several factors, including:

- Type of technology available at your address
- Any Speed Boost you may have purchased
- Network capacity
- Set up at your business
- Device connection (Wi-Fi vs Ethernet cable)
- The number of users online

An NBN service can never go faster than the maximum line speed available at your premises, so for FTTN/B/C customers we will not be able to confirm your actual speeds until after connection. Typical NBN Fixed Wireless speeds will be lower than other NBN access types.

For information on NBN speeds, visit [www.nbnco.com.au/learn/speed](http://www.nbnco.com.au/learn/speed).

If your plan doesn't include unlimited data and you exceed your monthly data allowance, your broadband speed will slow to 256Kbps until the next billing cycle.

## Standard Installation Requirements

Standard installations are completed without charge to you. Nonstandard, additional, or subsequent installations including but not limited to NBN Professional Installs may require you to pay additional charges.

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

If you're in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300.00 (incl. GST).

If NBN Co class your connection as a 'Subsequent Installation', NBN Co may charge you a once-off Subsequent Installation charge of \$297.00 (incl. GST).

A 240-volt power supply may be required to power the equipment.

In the event of a power outage, your services will not work unless you maintain a back-up battery.

## Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

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## Understanding My Bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

## Pricing Information

Product	ELB (Dedicated Voice Only)	NBN Basic	NBN Standard	NBN Premium
Minimum Monthly Access Fee	\$55.00	\$65.00	\$95.00	\$120.00
Data Inclusion	Unlimited (Voice only)	Unlimited	Unlimited	Unlimited
NBN Speed Tier	12/1	25/10	50/20	100/40
Minimum Cost (24-month term)	\$1,320.00	\$1,560.00	\$2,280.00	\$2,880.00
Minimum Cost (36-month term)	\$1,980.00	\$2,340.00	\$3,420.00	\$4,320.00
Modem Options	BYO or purchased through Expert at an additional charge (cost is dependent on technology type, and product chosen)			

## Additional Fees

NBN Transfer - \$30.00 per service

Appointment reschedules (more than 24 hours' notice) - \$30.00 per reschedule request

Speed change - \$18.00 per change

Late appointment cancellation (within 24 hours) - \$100.00 per appointment cancelled

Missed appointment - \$100.00 per appointment missed

## Changes To Your Plan

From time to time, we may make changes to our plans (including price and inclusions), and we may need to move you to a new plan (which may cost more). This is only applicable if you are out of contract.

If we change your plan or move you to a new plan:

- We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- If you don't like the changes or the new plan, you can choose a new plan, or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories, or services in full.

If purchasing ELB (Dedicated Voice Only service), please note that this service is designed for a maximum of up to 6 telephone lines and is a 'best effort' service. If you exceed this amount of telephone lines or the quality of service is not suitable, you will be required to change plans at additional costs to you.

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## Minimum Contract Term

24 months (36 month also available)

Termination fees will apply following first appointment being booked.

## Cancellation Policy

Clients must give a minimum of 30 days' notice when cancelling service/s.

Notice of cancellation must be in writing.

- Either via email to [salesupport@expert-telecom.com.au](mailto:salesupport@expert-telecom.com.au)
- OR in a letter addressed to 'The Sales Support Team' at 2/28A Albert Street, Preston VIC 3072.

Calculations of 'remaining months of agreement' will commence after this 30-day notice period.

## Early Termination Charge

If you cancel the NBN service within your 24 or 36-month term you will be charged '50% of the monthly access fee' multiplied by 'the number of months remaining'. However, please note that a minimum of \$200.00 ex GST will be charged, no matter the term left of the contract.

Example: there is 4 months left of contract;  $(4 \times 95) / 50\% = \$190.00$  - as this is less than \$200.00, the minimum of \$200.00 ex GST will apply.

If you are purchasing additional hardware such as a Modem or an Analogue Telephone Adapter (ATA) on a Monthly Repayment Option (MRO), cancelling within the repayment period will also trigger early repayment of the hardware.

## Relocation of Existing Service

As your NBN service is contracted to the connection address, a relocation will incur a Relocation Fee of \$150.00, or your contract term will restart from date of connection.

## Moving Back to Copper

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

## Complaint Handling

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at [salesupport@expert-telecom.com.au](mailto:salesupport@expert-telecom.com.au) and request to escalate.

If you are still not satisfied with the steps taken by Expert to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Expert and is an option of last resort. Contact the TIO by visiting [tio.com.au](http://tio.com.au) or by calling 1800 062 058.

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**Need Help? We're here for you.**

Visit [expert-telecom.com.au/contact-us/](https://expert-telecom.com.au/contact-us/) for our support options. Call 03 9474 0044, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format. This is a summary only. The full legal terms for this service are available at [expert-telecom.com.au/customers-terms-conditions/](https://expert-telecom.com.au/customers-terms-conditions/)

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